



# St. Catharines Public Library Board

## Regular Meeting

Thursday, October 16, 2025, 6:00 pm  
Mills Room, Central Library & Microsoft Teams

### AGENDA

Chair calls meeting to order and Councillor J. Lindal to read SCPL Land Acknowledgment.

**1. Adoption of Agenda**

1.1 Additions/Deletions to Agenda

1.2 Adoption of Agenda

Motion

**2. Chair's Remarks & Declarations of Interest**

**3. Adoption of Minutes (attachment)**

3.1 Regular Meeting – September 18, 2025

Motion

**4. Monthly Updates (verbal)**

4.1 St. Catharines City Council

4.2 OLS Update – J. Coles

4.3 CEO Update – K. Su

4.4 Department Update – Reciprocal Borrowing Update – M. Haanstra

**5. Consent Agenda (attachments)**

Motion

5.1 Correspondence

5.2 CEO Report – K. Su

5.3 Department Reports – September 2025

5.3(a) Customer Service – J. Spera & M. Haanstra

5.3(b) Innovation, Collections, and Technology – D. Bott

5.3(c) Programming & Promotions – H. Jones

5.3(d) Human Resources – A. Maciukas

5.3(e) Health & Safety – L. DiDonato

5.4 Board Document Migration – L. Jenter

**6. Discussion Reports (attachments)**

- |     |                                                     |        |
|-----|-----------------------------------------------------|--------|
| 6.1 | 2026 Work Plan – K. Su                              | Motion |
| 6.2 | Policy (G-16) Accessibility – K. Su                 | Motion |
| 6.3 | Policy (P-10) Hiring – A. Maciukas                  | Motion |
| 6.4 | Policy (G-12) Access and Security Control – D. Bott | Motion |

**7. In-Camera Session**

- |     |                                                                                                                                                             |        |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 7.1 | In-Camera Agenda (attachment)                                                                                                                               |        |
|     | 7.1(a) Additions/Deletions to In-Camera Agenda                                                                                                              |        |
|     | 7.1(b) Adoption of In-Camera Agenda                                                                                                                         | Motion |
| 7.2 | Motion to Move In-Camera                                                                                                                                    | Motion |
| 7.3 | Adoption of In-Camera Minutes                                                                                                                               |        |
|     | 7.3(a) In-Camera Session – September 18, 2025 (attachment)                                                                                                  | Motion |
| 7.4 | In-Camera Consent Agenda (attachment)                                                                                                                       |        |
|     | 7.4(a) Staffing Update (September 2025) – A. Maciukas                                                                                                       |        |
| 7.5 | In-Camera Discussion Report                                                                                                                                 |        |
|     | 7.5(a) Planning Matter – K. Su (verbal)                                                                                                                     |        |
|     | (Closed Session in accordance with the Municipal Act section 239(2)(k) a position, plan, procedure, criteria, or instruction to be applied to negotiations) |        |
| 7.6 | Return to Open Session                                                                                                                                      | Motion |

**8. Motion(s) Arising From In-Camera Session**

Motion

**9. Motion to Adjourn**

Motion

**10. Next Meeting / Upcoming Events**

- Board Meeting – Thursday, November 20, 2025 at 6:00 pm, Mills Room, Central Library & Microsoft Teams



# St. Catharines Public Library Board

## Regular Meeting Minutes

Thursday, September 18, 2025, 6:00 pm  
Program Room, Merritt Branch & Microsoft Teams

**Present:** P. Clausi L. Littleton  
J. Coles (Chair) Councillor G. Miller (joined 6:06pm)  
S. Dimick (Vice-Chair) (joined 6:06pm) G. Riihimaki  
Councillor J. Lindal

**Regrets:** K. Diiorio N. Olmstead

**Staff:** D. Bott (left at 6:37pm) H. Jones (left at 6:37pm)  
L. DiDonato A. Maciukas  
M. Haanstra (left at 6:37pm) S. Mannella (left at 6:37pm)  
L. Jenter (Recording Secretary) K. Su (Secretary)

Chair calls Regular Meeting to order at 6:00pm.

J. Coles reads the following SCPL Land Acknowledgment:

The land on which the Board meets today is the traditional territory of the Haudenosaunee and Anishinaabe peoples, many of whom continue to live and work here today. This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish with One Spoon Wampum agreement. Today this gathering place is home to many First Nations, Metis, and Inuit Peoples. Acknowledging this is a reminder that our great standard of living is directly related to the resources and friendship of Indigenous people.

### 1. Adoption of Agenda

1.1 Additions/Deletions to Agenda  
None

1.2 Adoption of Agenda

**MOTION: 2025-77**

**MOVED BY:**

**SECONDED BY:**

**MOTION CARRIED.**

THAT the Agenda be adopted.

Councillor J. Lindal

L. Littleton

## 2. Chair's Remarks & Declarations of Interest

The Chair welcomed the Board back after the Summer break and the Board thanked Library staff for all their work to complete construction and reopening the Merritt Branch. There were no Declarations of Interest.

## 3. Adoption of Minutes (attachment)

### 3.1 Regular Meeting – June 12, 2025

**MOTION: 2025-78**                      THAT the Regular Meeting Minutes of June 12, 2025 be adopted.

**MOVED BY:**                              G. Riihimaki

**SECONDED BY:**                        P. Clausi

**MOTION CARRIED.**

## 4. Monthly Updates (verbal)

### 4.1 St. Catharines City Council – Councillor J. Lindal

Councillor J. Lindal attended the Association of Municipalities of Ontario (AMO) Annual Conference in Ottawa. Library and municipal organizations presented sessions about library advocacy, Dolly Parton's Imagination Library initiative and changing how people view the Library.

### 4.2 OLS Update – J. Coles

The Chair provided a reminder about the virtual conference on November 20.

S. Dimick and Councillor G. Miller joined the meeting at 6:06pm.

### 4.3 CEO Update – K. Su

The CEO updated the Board about the following:

- Board Retreat – Survey has been distributed to register for the Niagara Public Library Boards Fall 2025 Retreat, scheduled for Saturday, November 1.
- Grape and Wine Parade – The Library will be participating in the Grape and Wine Parade for the second consecutive year. All Board members are welcome to take part in the event.
- Fundraising Campaign Consultant – The RFP for a Capital Campaign Fundraising Consultant has been posted. Evaluation of submissions is scheduled to take place, and the CEO will present a recommendation to the Board at the October meeting.

### 4.4 Department Update – Summer Programming – S. Walker and L. Smith, Programming and Outreach Librarians

The Board received a presentation from staff summarizing Summer 2025 programming and outreach activities, including results from the Summer Reading Club.

## 5. Consent Agenda

- 5.1 Correspondence
- 5.2 CEO Report – K. Su
- 5.3 Department Reports – June, July & August 2025
  - 5.3(a) Customer Service – J. Spera & M. Haanstra
  - 5.3(b) Innovation, Collections, and Technology – D. Bott
  - 5.3(c) Programming & Promotions – H. Jones
  - 5.3(d) Facilities – S. Mannella
  - 5.3(e) Health & Safety – L. DiDonato
- 5.4 Financial Reports – L. DiDonato
  - 5.4 (a) 2025 Financial Results and Forecast at June 30, 2025
  - 5.4 (b) Endowment & Trust Statement at June 30, 2025
  - 5.4 (c) Short-Term Investments Statement at June 30, 2025
- 5.5 Quarterly Progress Update on 2025 Work Plan (Q3) – K. Su
- 5.6 2025 Board Meeting Dates – K. Su
- 5.7 2025 Library Closure Dates – K. Su

**MOTION: 2025-79**                      THAT the Consent Agenda be received as circulated.  
**MOVED BY:**                      S. Dimick  
**SECONDED BY:**                  Councillor G. Miller  
**MOTION CARRIED.**

## 6. Discussion Reports

- 6.1 Policy (P-06) CEO Evaluation – J. Coles  
The Board received Policy (P-06) CEO Evaluation with no recommended amendments at this time.

**MOTION: 2025-80**                  THAT the Board approve Policy (P-06) CEO Evaluation without amendments.

**MOVED BY:**                      L. Littleton  
**SECONDED BY:**                  Councillor J. Lindal  
**MOTION CARRIED.**

- 6.2 Appointing the CEO Evaluation Committee – J. Coles  
The Chair requested Board volunteers for the CEO Evaluation Committee.

**MOTION: 2025-81**                  THAT the Board appoint members Janice Coles, Nathan Olmstead and Councillor Jackie Lindal to the CEO Evaluation Committee.

**MOVED BY:**                      P. Clausi

**SECONDED BY:** G. Riihimaki  
**MOTION CARRIED.**

6.3 Policy (P-14) Disconnect from Work – A. Maciukas

The Board received Policy (P-14) Disconnect for Work with minor amendments for clarity.

**MOTION: 2025-82** THAT the Board approve Policy (P-14) Disconnect from Work.

**MOVED BY:** Councillor G. Miller

**SECONDED BY:** S. Dimick

**MOTION CARRIED.**

6.4 Policy (F-06) Naming Policy – K. Su

The Board received Policy (F-06) Naming Policy with no recommended amendments at this time. The Board discussed the policy language and the parameters related to donor recognition and business naming considerations. The Board directed the incoming Capital Fundraising Consultant to review the Policy and provide recommended amendments for Board consideration as soon as possible.

**MOTION: 2025-83** THAT the Board approve Policy (F-06) Naming with no recommended amendments.

**MOVED BY:** Councillor J. Lindal

**SECONDED BY:** G. Riihimaki

**MOTION CARRIED.**

**7. In-Camera Session**

7.1 In-Camera Agenda

7.1 (a) Additions/Deletions to In-Camera Agenda

None

7.1 (b) Adoption of In-Camera Agenda

**MOTION: 2025-84** THAT the In-Camera Agenda be adopted.

**MOVED BY:** L. Littleton

**SECONDED BY:** P. Clausi

**MOTION CARRIED.**

D. Bott, M. Haanstra H. Jones, and S. Mannella left the meeting at 6:37pm.

7.2 Motion to Move In-Camera

**MOTION: 2025-85** THAT the Regular Meeting move to In-Camera Session to discuss labour relations matters.

**MOVED BY:** G. Riihimaki  
**SECONDED BY:** Councillor G. Miller  
**MOTION CARRIED.**

The meeting moved to In-Camera Session at 6:37pm.

#### 7.7 Return to Open Session

**MOTION: 2025-87** THAT the In-Camera Session return to Open Session.  
**MOVED BY:** S. Dimick  
**SECONDED BY:** Councillor J. Lindal  
**MOTION CARRIED.**

The Meeting returned to Open Session at 6:54pm.

### 9. **Motion(s) Arising From In-Camera Session**

**MOTION: 2025-88** THAT the Board approve the Staff recommendation related to the closed session report.  
**MOVED BY:** L. Littleton  
**SECONDED BY:** G. Riihimaki  
**MOTION CARRIED.**

### 10. **Motion to Adjourn**

**MOTION: 2025-89** THAT the Regular Meeting be adjourned.  
**MOVED BY:** P. Clausi  
**SECONDED BY:** N/A  
**MOTION CARRIED.**

Meeting adjourned at 6:55pm.

### 11. **Next Meeting / Upcoming Events**

Board Meeting – Thursday, October 16, 2025 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

---

Chair

---

Secretary

## Consent Agenda

5. **Consent Agenda (attachments)**

Motion

- 5.1 Correspondence
- 5.2 CEO Report – K. Su
- 5.3 Department Reports – September 2025
  - 5.3(a) Customer Service – J. Spera & M. Haanstra
  - 5.3(b) Innovation, Collections, and Technology – D. Bott
  - 5.3(c) Programming and Promotions – H. Jones
  - 5.3(d) Human Resources – A. Maciukas
  - 5.3(e) Health and Safety – L. DiDonato
- 5.4 Board Document Migration – L. Jenter



## Correspondence

(as of October 9, 2025)

## For Information

### **Received from City of St. Catharines**

Re: Timeline and Process for 2026 Readoption Budgets

Re: 2026 Schedule of Meetings for City Council and Budget Standing Committee

### **Sent to all Niagara Public Libraries**

Joint Statement from NFPL and SCPL

October 1, 2025

St. Catharines Public Library  
Ken (Qingyi) Su, Chief Executive Officer  
54 Church Street  
St. Catharines, ON L2R 7K2

Sent via email: [qksu@stcatharines.library.on.ca](mailto:qksu@stcatharines.library.on.ca)

**Re: Timeline and Process for 2026 Readoption Budgets  
Our File 10.57.12**

Dear Mr. Su,

At its meeting held on September 22, 2025, St. Catharines City Council approved the following motion:

That Report LCS-123-2025, regarding Timeline and Process for 2026 Readoption Budgets, be received for information.

If you have any questions, please contact the Office of the City Clerk at extension 1524.



Donna Delvecchio, Acting City Clerk  
Legal and Clerks Services, Office of the City Clerk  
:sm

Encl. Report LCS-123-2025, Timeline and Process for 2026 Readoption Budgets

**Report from:** Legal and Clerks Services, Office of the City Clerk

**Report Date:** August 19, 2025

**Meeting Date:** September 22, 2025

**Report Number:** LCS-123-2025

**File:** 10.57.12

**Subject:** Timeline and Process for 2026 Readoption Budgets

**Strategic Pillar:**

This report aligns with the following St. Catharines Strategic Plan pillars: none

## Recommendation

That Report LCS-123-2025, regarding Timeline and Process for 2026 Readoption Budgets, be received for information.

## Summary

The City will be entering the final year of the 2024 to 2026 multi-year budget cycle with the readoption of the 2026 budgets beginning on October 15, 2025, when Council will receive information on potential budget changes. Once staff present potential budget changes, it will then be the Mayor's decision whether the changes presented are incorporated into his readoption budgets. The Mayor's budgets will be published October 27, 2025, and Council will consider amendments to the budgets on November 19, 2025.

## Relationship to Strategic Plan

This report is administrative in nature and does not relate to the strategic plan.

## Background

On July 1, 2023, the Province expanded Strong Mayor Powers to the City of St. Catharines. Under the legislation, the Mayor must provide a proposed budget to each member of Council and the Clerk and make the proposed budget available to the public by February 1 of each year. Within 30 days after receiving the proposed budget from the Mayor, Council may pass a resolution amending the proposed budgets. If Council does not amend the proposed budgets, the Mayor's proposed budgets are deemed to be adopted at the end of the 30 days.

## Timeline for Adopting the Multi-Year Budgets

The City's 2024 to 2026 multi-year budgets were initially adopted in early 2024. The Municipal Act, 2001, requires a municipality in the second and each subsequent year of a multi-year budget to review and readopt the budget for that year and for subsequent years to which the budget applies.

Per the City's Budget Planning and Control Policy, when a Multi-Year Budget is adopted, the Year 1 budget is adopted, and the Year 2 and Year 3 budgets are adopted in principle. Based on the requirements of the Municipal Act and the Budget Planning and Control Policy, the multi-year budgets were adopted, adopted in principle and readopted as follows:

#### **Adoption of 2024 Budgets (2025 and 2026 Budgets Adopted in Principle)**

- Mayor's Budgets Published: January 3, 2024
- Amendments to Mayor's Budgets Considered by Council: January 22, 2024
- Budgets Deemed Adopted: February 2, 2024

#### **Readoption of 2025 Budgets (2026 Budgets Adopted in Principle)**

- Mayor's Budgets Published: October 28, 2024
- Amendments to Mayor's Budgets Considered by Council: November 20, 2024
- Budgets Deemed Adopted: November 26, 2024

## **Report**

### **Schedule for the Readoption of the City's 2026 Budgets**

The readoption schedule is nearly identical to the schedule used in fall 2024, with the exception of additional time being allocated between staff presenting the draft budgets and the publishing of the Mayor's readoption budgets.

| <b>Date</b>                             | <b>Information</b>                                                                                                                                                                                         |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| October 15<br>Council (Budget) meeting  | <ul style="list-style-type: none"> <li>• Staff to provide overview of draft readoption budgets.</li> <li>• Presentations and updates from outside Boards.</li> </ul>                                       |
| October 27                              | <ul style="list-style-type: none"> <li>• Agenda for November 5 meeting published.</li> <li>• Agenda to include Mayor's readoption budgets.</li> <li>• Start of 30-day Council amendment period.</li> </ul> |
| November 5<br>Council (Budget) meeting  | <ul style="list-style-type: none"> <li>• Mayor presents his 2026 readoption budgets.</li> <li>• Delegations heard regarding readoption budgets.</li> </ul>                                                 |
| November 12                             | <ul style="list-style-type: none"> <li>• Budget amendments due to Clerk's Office by 4 p.m.</li> </ul>                                                                                                      |
| November 19<br>Council (Budget) meeting | <ul style="list-style-type: none"> <li>• Council considers budget amendments.</li> <li>• Meeting to be cancelled if no amendments submitted.</li> </ul>                                                    |
| November 20<br>Council (Budget) meeting | <ul style="list-style-type: none"> <li>• Held should business not be concluded November 19.</li> <li>• Meeting will be cancelled if not necessary.</li> </ul>                                              |
| November 25                             | <ul style="list-style-type: none"> <li>• End of 30-day Council amendment period.</li> <li>• Council can pass a resolution to shorten time period.</li> </ul>                                               |
| November 26 to December 5               | <ul style="list-style-type: none"> <li>• Mayor's 10-day veto period.</li> <li>• Mayor can shorten veto period.</li> </ul>                                                                                  |
| December 6 to December 20               | <ul style="list-style-type: none"> <li>• Council's 15-day veto override period.</li> <li>• Council can pass a resolution to shorten time period.</li> </ul>                                                |
| December 15<br>Council (Budget) meeting | <ul style="list-style-type: none"> <li>• Overrides to Mayoral vetoes considered.</li> <li>• Meeting will be cancelled if not necessary.</li> </ul>                                                         |

## **Draft Readoption Budgets (October 15)**

At the Council (Budget) Meeting of October 15, 2025, staff will provide a report for each budget (operating, capital, and water / wastewater) noting any budget changes for 2026 compared to what was adopted in principle in the 2024 and 2025 multi-year budgets. The reports will focus on the following categories:

1. Legislated or regulatory budget changes.
2. Unforeseen budget changes due to economic forecasts.
3. Capital project budget changes.
4. Administrative changes within staff's delegated authority.
5. Evolving Operational and Technological Needs in alignment with Strategic Plan
6. Staffing changes.
7. Board requested budget changes.
8. Council directed budget changes.

Staff will also provide business cases to support proposed budget changes, where applicable.

Per the City's Budget Planning and Control Policy, budget changes are made with the goal of maintaining the approved multi-year budget (i.e. the change does not result in an increase in the net tax levy or net rates, or an increase to the use of reserves or debt financing).

**Important** - the information presented on October 15, 2025, will be for information only. Under the Strong Mayor Powers, it is a decision of the Mayor whether the budget changes presented on October 15 are then incorporated into his readoption budgets.

One of the categories for budget changes is "Board requested changes." As this category of budget changes will be triggered by requests received from the City's boards, representatives from the boards may delegate on October 15, 2025, to provide information to the Mayor and Council on their requested budget change(s). General budget delegations regarding the draft readoption budgets may also be heard.

## **Mayor's Presentation of Budgets (October 27 and November 5)**

On October 27, 2025, the agenda will be published for the Council (Budget) Meeting of November 5, 2025. On the agenda will be the Mayor's operating, capital, and water and wastewater readoption budgets.

The publishing of the agenda with the Mayor's readoption budgets starts the 30-day period for Council to consider budget amendments.

The Mayor will speak to his readoption budgets and general budget delegations will be heard at the Council (Budget) Meeting of November 5, 2025.

## **Amendments to the Budgets (October 27 to November 25)**

- Once the Mayor's readoption budgets are published (October 27, 2025), Council has 30 days (until November 25, 2025) to amend the Mayor's readoption budgets.

- Amendments for all three budgets will be considered at the Council (Budget) Meeting of November 19, 2025.
  - Amendments must be submitted to Clerk's Office by November 12 at 4 p.m. with the mover and seconder identified at the time of submission. This timeline is in place to ensure staff have sufficient time to calculate the financial implications of each amendment.
  - On November 14, 2025, the agenda will be published for the Council (Budget) Meeting of November 19, 2025.
  - If amendments are not submitted, the meeting will be cancelled, as the meeting is being held exclusively for budget amendments.
- At the meeting of November 19, each amendment will be debated and voted on individually. A majority vote is required for an amendment to pass.
- Council may also vote to shorten the amendment window to less than 30 days.
- The budgets will be deemed adopted, as presented by the Mayor, if no amendments are passed by November 25, 2025.

### **Continuation of Budget Amendment Night (November 20)**

- November 20, 2025, is held as a meeting date to consider budget amendments.
- The meeting is held only for amendments not considered on November 19, 2025.
- The meeting will be cancelled if it is not needed.

### **Mayoral Veto Period (November 26 to December 5)**

- Should Council vote in favour of amendments to the Mayor's budgets, the Mayor then has 10 days from the end of the amendment period to veto any of the amendments.
- The Mayor must provide any vetoes in writing to the members of Council and the Clerk, who will then post the veto document for the public. The veto document will indicate what amendment is being vetoed and the reason(s) for the veto.
- The Mayor may provide written notice to shorten his veto period to less than 10 days.
- The budgets will be deemed adopted if the Mayor does not veto any amendments.

### **Overrides to Mayor's Vetoes (December 6 to 20)**

- Should the Mayor veto any amendments, Council then has 15 days from the end of the veto period to override the Mayor's vetoes.
- Consideration to override Mayoral vetoes will be held at a special meeting on December 15, 2025.
  - Should a Councillor want Council to consider overriding a veto, a mover and seconder for the motion to override must be submitted to staff by noon on December 10, 2025.
  - The agenda for the meeting will be published December 11, 2025.
- A vote of two-thirds of Council (nine votes) is required to override a Mayoral veto.
- The meeting will be cancelled if it is not needed.

### **Budget Approval**

In all cases, when the budget is deemed readopted as presented or amended as per the above processes, **there will not be a vote from Council to approve the budgets.** Voting will only be done for amendments to the budgets (if any amendments are submitted) and

to override Mayoral vetoes (if the Mayor vetoes any amendments and if a councillor brings forward a motion to override a veto).

## **Public Engagement regarding the Readoption Budgets**

- Telephone Town Hall - October 21, 2025, 7 to 8 p.m. Information will be available at [www.stcatharines.ca/Budget](http://www.stcatharines.ca/Budget)
- Budget Open House - October 22, 2025, 6 to 7 p.m., at the St. Catharines Kiwanis Aquatics Centre.
- For specific suggestions or ideas for the Mayor to include in his readoption budgets, please email [mayor@stcatharines.ca](mailto:mayor@stcatharines.ca) by October 23, 2025.
- General budget questions and comments can be emailed to [budget@stcatharines.ca](mailto:budget@stcatharines.ca)

## **Accessing the Budgets and Participating at Budget Meetings**

- The 2026 budgets (as adopted in principle) are available on the City's EngageSTC page at [www.engagestc.ca/budget](http://www.engagestc.ca/budget)
- All Council (Budget) Meetings are open to the public and streamed to the City's YouTube channel ([www.stcatharines.ca/YouTube](http://www.stcatharines.ca/YouTube)).
- The public can submit correspondence and make delegations regarding the readoption budgets and any amendments submitted by Councillors. Information on presenting to Council and submitting correspondence is posted at the top of each agenda and at [www.stcatharines.ca/council](http://www.stcatharines.ca/council)

## **Property Tax Rates and Property Bills**

The total property tax bill is comprised of levies from the City of St. Catharines, the Regional Municipality of Niagara, and the School Boards (Province).

The Niagara Region has legislated authority for the Region's portion of the property tax bill and approves its budget and the associated tax rates. The Province has legislated authority over the school board portion of the property tax bill by setting the education rates. St. Catharines City Council does not have the authority to adjust the rates approved by the Niagara Region or the Province.

Staff will be in a position to finalize the City's 2026 Property Tax Rates once the City's budgets are deemed readopted and the Region approves its 2026 Tax Policy, which sets the Tax Ratios and related by-laws. Once the City's 2026 Property Tax Rate is finalized, staff will bring the necessary by-law to Council for approval by placing it on the by-law list.

## **Financial Implications**

There are no financial implications associated with this report. Information on potential budget changes will be included in reports brought to the meeting of October 15, 2025.

## **Environmental Sustainability Implications**

There are no environmental sustainability implications associated with this report.

## **Operational Implications**

There are no operational implications associated with this report.

## **Conclusion**

At the meeting of October 15, 2025, Council will receive information on potential budget changes to the 2026 readoption budgets. It will then be the Mayor's decision whether the changes presented are incorporated into his readoption budgets. The Mayor's readoption budgets will be published October 27, 2025, and presented by the Mayor November 5, 2025.

## **Notifications**

It is in order to notify:

- Jeff Dixon, General Manager, Meridian Centre, and Canada Summer Games Park;
- Dan Pilon, Chief Executive Officer, Niagara District Airport;
- Colleen Smith, Executive Director, FirstOntario Performing Arts Centre; and
- Ken (Qingyi) Su, Chief Executive Officer, St. Catharines Public Library

### **Prepared and Submitted by**

Evan McGinty, Deputy Clerk

### **Approved by**

Donna Delvecchio, Acting Clerk



October 1, 2025

St. Catharines Public Library  
Ken (Qingyi) Su, Chief Executive Officer  
54 Church Street  
St. Catharines, ON L2R 7K2

Sent via email: [qksu@stcatharines.library.on.ca](mailto:qksu@stcatharines.library.on.ca)

**Re: 2026 Schedule of Meetings for City Council and Budget Standing Committee  
Our File 10.12.35**

Dear Mr. Su,

At its meeting held on September 22, 2025, St. Catharines City Council approved the following motion:

That Council approve the 2026 schedule of meetings for City Council and Budget Standing Committee, as outlined in Appendix 1; and

That the Budget Standing Committee Meetings commence at 3:00 p.m.

If you have any questions, please contact the Office of the City Clerk at extension 1524.



Donna Delvecchio, Acting City Clerk  
Legal and Clerks Services, Office of the City Clerk  
:sm

Encl. Report LCS-128-2025, 2026 Schedule of Meetings for City Council and Budget Standing Committee

**Report from:** Legal and Clerks Services, Office of the City Clerk

**Report Date:** September 3, 2025

**Meeting Date:** September 22, 2025

**Report Number:** LCS-128-2025

**File:** 10.12.35

**Subject:** 2026 Schedule of Meetings for City Council and Budget Standing Committee

**Strategic Pillar:**

## **Recommendation**

That Council approve the 2026 schedule of meetings for City Council and Budget Standing Committee, as outlined in Appendix 1; and

That the Budget Standing Committee Meetings commence at 3:00 p.m.

## **Relationship to Strategic Plan**

This report is administrative in nature and does not relate to the City's Strategic Plan.

## **Report**

City Council annually approves its meeting schedule along with the meeting schedule for the Budget Standing Committee (BSC). Attached as Appendix 1 to this report is the proposed 2026 meeting schedule for City Council and Budget Standing Committee. Staff feel the business of the Corporation can be accomplished within the proposed format.

## **2026 Council Meeting Schedule**

The proposed 2026 Council meeting schedule consists of 20 Regular Council meetings, which includes one additional council meeting in August, if required.

Given that 2026 is an election year, Council (Budget) will meet once, on December 2, for the purpose of the ABCs presenting their budget to Council. The Council (Budget) process will resume in January 2027.

## **2026 Budget Standing Committee Schedule**

The proposed 2026 Budget Standing Committee schedule consists of two meetings being held in April and June 2026. Staff is recommending that the BSC meetings continue to commence at 3:00 p.m.

## **2026 Municipal Election**

The 2026 Municipal Election is October 26, 2026. The last proposed Council meeting before the election is Monday, September 28, 2026, which is four weeks before the date of the election. This is consistent with the schedule for the 2022 Municipal Election.

## **Meetings after the Municipal Election and Inauguration**

Following the 2026 Municipal Election, it is proposed that this term of Council meet on Monday, November 2, 2026. This will be the final meeting for this term of Council.

The *Municipal Elections Act* requires that inaugural meetings for municipalities in Ontario be held after November 15, 2026. The City's procedural by-law states that the City's inaugural meeting is to be held on the first Monday of the term. Therefore, based on these requirements, inauguration for the 2026 to 2030 term of council must be held on Monday, November 16, 2026.

## **Council Training Sessions**

No training sessions have been scheduled for 2026 to 2030 term of Council. Additional details regarding orientation for the newly elected Councillors will be communicated in advanced of the term commencement.

## **Financial Implications**

There are no financial implications associated with this report.

## **Environmental Sustainability Implications**

There are no environmental sustainability implications associated with this report.

### **Prepared by**

Sarah McWilliams  
Council and Committee Coordinator

### **Submitted by**

Donna Delvecchio  
Acting City Clerk

### **Approved by**

Sandor Csanyi  
Director of Legal and Clerks Services / City Solicitor

## **Appendices**

1. Schedule of 2026 meeting dates for City Council and Budget Standing Committee

# 2026 Schedule of Meetings for City Council

| January 2026 |    |    |    |    |    |    |
|--------------|----|----|----|----|----|----|
| S            | M  | T  | W  | T  | F  | S  |
|              |    |    |    | 1  | 2  | 3  |
| 4            | 5  | 6  | 7  | 8  | 9  | 10 |
| 11           | 12 | 13 | 14 | 15 | 16 | 17 |
| 18           | 19 | 20 | 21 | 22 | 23 | 24 |
| 25           | 26 | 27 | 28 | 29 | 30 | 31 |

| February |    |    |    |    |    |    |
|----------|----|----|----|----|----|----|
| S        | M  | T  | W  | T  | F  | S  |
| 1        | 2  | 3  | 4  | 5  | 6  | 7  |
| 8        | 9  | 10 | 11 | 12 | 13 | 14 |
| 15       | 16 | 17 | 18 | 19 | 20 | 21 |
| 22       | 23 | 24 | 25 | 26 | 27 | 28 |

| March |    |    |    |    |    |    |
|-------|----|----|----|----|----|----|
| S     | M  | T  | W  | T  | F  | S  |
| 1     | 2  | 3  | 4  | 5  | 6  | 7  |
| 8     | 9  | 10 | 11 | 12 | 13 | 14 |
| 15    | 16 | 17 | 18 | 19 | 20 | 21 |
| 22    | 23 | 24 | 25 | 26 | 27 | 28 |
| 29    | 30 | 31 |    |    |    |    |

| April |    |    |    |    |    |    |
|-------|----|----|----|----|----|----|
| S     | M  | T  | W  | T  | F  | S  |
|       |    |    | 1  | 2  | 3  | 4  |
| 5     | 6  | 7  | 8  | 9  | 10 | 11 |
| 12    | 13 | 14 | 15 | 16 | 17 | 18 |
| 19    | 20 | 21 | 22 | 23 | 24 | 25 |
| 26    | 27 | 28 | 29 | 30 |    |    |

| May |    |    |    |    |    |    |
|-----|----|----|----|----|----|----|
| S   | M  | T  | W  | T  | F  | S  |
|     |    |    |    |    | 1  | 2  |
| 3   | 4  | 5  | 6  | 7  | 8  | 9  |
| 10  | 11 | 12 | 13 | 14 | 15 | 16 |
| 17  | 18 | 19 | 20 | 21 | 22 | 23 |
| 24  | 25 | 26 | 27 | 28 | 29 | 30 |
| 31  |    |    |    |    |    |    |

| June |    |    |    |    |    |    |
|------|----|----|----|----|----|----|
| S    | M  | T  | W  | T  | F  | S  |
|      | 1  | 2  | 3  | 4  | 5  | 6  |
| 7    | 8  | 9  | 10 | 11 | 12 | 13 |
| 14   | 15 | 16 | 17 | 18 | 19 | 20 |
| 21   | 22 | 23 | 24 | 25 | 26 | 27 |
| 28   | 29 | 30 |    |    |    |    |

| July |    |    |    |    |    |    |
|------|----|----|----|----|----|----|
| S    | M  | T  | W  | T  | F  | S  |
|      |    |    | 1  | 2  | 3  | 4  |
| 5    | 6  | 7  | 8  | 9  | 10 | 11 |
| 12   | 13 | 14 | 15 | 16 | 17 | 18 |
| 19   | 20 | 21 | 22 | 23 | 24 | 25 |
| 26   | 27 | 28 | 29 | 30 | 31 |    |

| August |     |    |    |    |    |    |
|--------|-----|----|----|----|----|----|
| S      | M   | T  | W  | T  | F  | S  |
|        |     |    |    |    |    | 1  |
| 2      | 3   | 4  | 5  | 6  | 7  | 8  |
| 9      | 10  | 11 | 12 | 13 | 14 | 15 |
| 16     | 17  | 18 | 19 | 20 | 21 | 22 |
| 23     | 24* | 25 | 26 | 27 | 28 | 29 |
| 30     | 31  |    |    |    |    |    |

| September |    |    |    |    |    |    |
|-----------|----|----|----|----|----|----|
| S         | M  | T  | W  | T  | F  | S  |
|           |    | 1  | 2  | 3  | 4  | 5  |
| 6         | 7  | 8  | 9  | 10 | 11 | 12 |
| 13        | 14 | 15 | 16 | 17 | 18 | 19 |
| 20        | 21 | 22 | 23 | 24 | 25 | 26 |
| 27        | 28 | 29 | 30 |    |    |    |

| October |    |    |    |    |    |    |
|---------|----|----|----|----|----|----|
| S       | M  | T  | W  | T  | F  | S  |
|         |    |    |    | 1  | 2  | 3  |
| 4       | 5  | 6  | 7  | 8  | 9  | 10 |
| 11      | 12 | 13 | 14 | 15 | 16 | 17 |
| 18      | 19 | 20 | 21 | 22 | 23 | 24 |
| 25      | 26 | 27 | 28 | 29 | 30 | 31 |

| November |    |    |    |    |    |    |
|----------|----|----|----|----|----|----|
| S        | M  | T  | W  | T  | F  | S  |
| 1        | 2  | 3  | 4  | 5  | 6  | 7  |
| 8        | 9  | 10 | 11 | 12 | 13 | 14 |
| 15       | 16 | 17 | 18 | 19 | 20 | 21 |
| 22       | 23 | 24 | 25 | 26 | 27 | 28 |
| 29       | 30 |    |    |    |    |    |

| December |    |    |    |    |    |    |
|----------|----|----|----|----|----|----|
| S        | M  | T  | W  | T  | F  | S  |
|          |    | 1  | 2  | 3  | 4  | 5  |
| 6        | 7  | 8  | 9  | 10 | 11 | 12 |
| 13       | 14 | 15 | 16 | 17 | 18 | 19 |
| 20       | 21 | 22 | 23 | 24 | 25 | 26 |
| 27       | 28 | 29 | 30 | 31 |    |    |

|  |                                              |
|--|----------------------------------------------|
|  | Council Meeting                              |
|  | Council (Budget) Meeting (ABC presentations) |
|  | Budget Standing Committee Meeting            |
|  | Holiday or Important Date                    |
|  | Inaugural Meeting                            |
|  | Election                                     |

## Important Dates

March 16 to 20 – March Break

June 26 – Last day of school (elementary)

August 17 to 19 – AMO Conference

\*Note – as required



## Joint Statement from NFPL and SCPL

---

Dear Colleagues,

We hope this message finds you well. Last fall, we shared news of our collaboration to issue a joint Request for Proposal (RFP) for a shared Integrated Library System (ILS). Since then, we have worked diligently through the process, and we are pleased to provide an update on this important initiative.

Over the past year, NFPL and SCPL have:

- Issued the joint RFP in January 2025,
- Worked collaboratively to review and score proposals,
- Negotiated contract terms with the preferred vendor, and
- Finalized and signed order forms at the end of September 2025.

We are pleased to announce that **Clarivate's Polaris ILS** has been selected as our new shared system.

Our migration to Polaris will begin in Q2 2026 and continue through the remainder of that year. The new system will officially launch in January 2027.

Throughout this process, our priorities remain:

1. Collaboration and Transparency – We are committed to sharing our process and decisions openly with colleagues across Niagara.
2. Service Quality – Our focus is to provide our customers with an efficient, reliable, and modern ILS that enhances access and service.
3. Regional Cooperation – We value the strong partnerships among Niagara libraries and believe that this initiative will strengthen the regional library community.

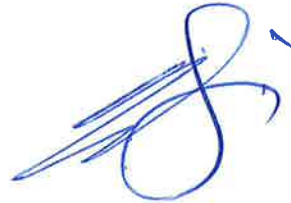
We will continue to share updates as milestones are reached, including details of the migration schedule and launch preparations. If you have any questions or wish to discuss this further, please feel free to reach out to us.

Thank you for your continued support as we move forward with this exciting new chapter.

Sincerely,



Alicia Subnaik Kilgour  
CEO/Chief Librarian  
Niagara Falls Public Library



Ken Su  
CEO  
St. Catharines Public Library

## CEO Report

submitted by Ken Su, CEO (September 2025)

## For Information

### 2025 Staff Holiday Brunch

The Library will host its 2025 Staff Holiday Brunch on November 30, 2025 at White Oaks Resort. Board members are invited to attend and enjoy a holiday gathering with library staff. Details have been sent to the Board. You can purchase your ticket(s) by sending an e-transfer to [finance@myscpl.ca](mailto:finance@myscpl.ca) or paying in person at any library branches before November 21, 2025.

### Collective Bargaining

Formal bargaining dates have been set on November 18, 19 and 20, 2025. The employer hopes to reach a settlement before year-end to provide stability for staff and support long-term financial planning. Further updates will be provided as they become available.

### Fundraising Campaign RFP

The Library received several submissions on the Capital Fundraising Campaign Consultant RFP when it closed on September 26, 2025. The Committee will evaluate the submissions and provide an update to the Board at its upcoming meeting on October 16, 2025. The Committee will make a recommendation to the Board at its meeting on November 20, 2025.

### Niagara Libraries Board Retreat – Fall 2025

Niagara Library CEOs met and finalized the agenda for the upcoming training.

The training will be held at West Lincoln Public Library – Smithville Branch on Saturday, November 1, 2025.

### Agenda for the Day:

- **9:30 – 10:00** – Registration, coffee, and conversation
- **10:00 – 10:50** – Keynote: *Artificial Intelligence* – Brian Pichman
- **10:50 – 11:00** – Break
- **11:00 – 12:00** – Discussion Topics:

- Legacy Document; Self-Evaluation – Paul Takala, Hamilton Public Library
  - Recruitment and Selection – Sarah Vaisler, Ajax Public Library
- **12:15 – 1:30** – Lunch

Online registration will close on October 17, 2025. Board members are encouraged to register and attend the training.



# Customer Service

submitted by Joanna Spera, Customer Service Manager (September 2025)

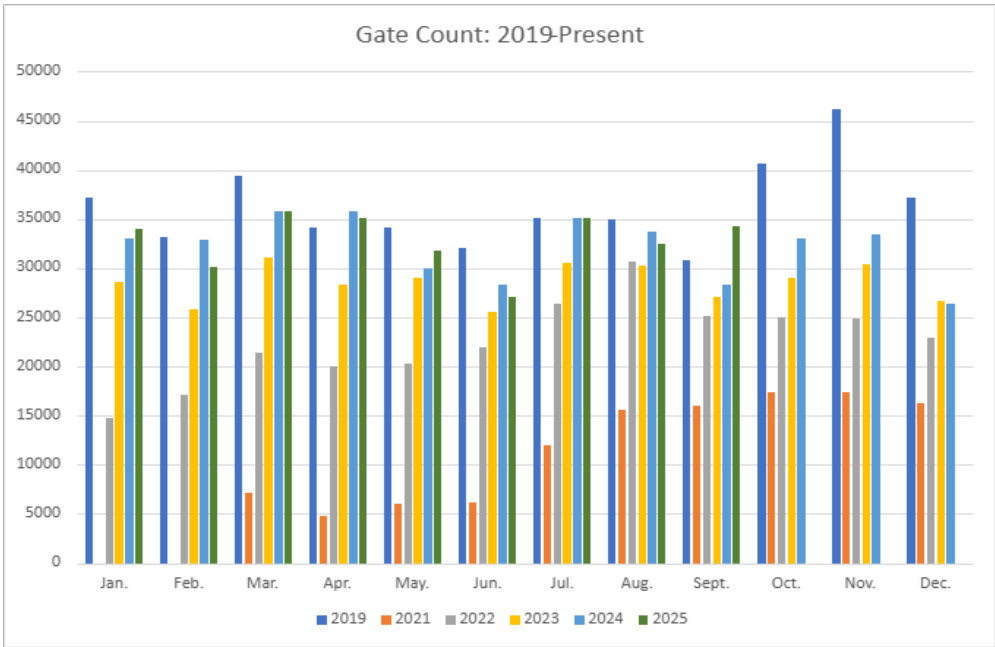
## For Information

All data provided is for September 2025 compared to the same month in 2024. The library continues at full operations.

|              | September 2025 | % change from 2024 |
|--------------|----------------|--------------------|
| Gate Count   | 34,243         | 28,328 (+21)       |
| Membership   | 854            | 637 (+34%)         |
| Holds Placed | 13,666         | 12,754 (+7%)       |
| Questions    | 4,909          | 6,328 (-22%)       |

### Gate Count

In September, our system-wide gate count was significantly higher than in 2024, continuing its steady climb toward pre-pandemic 2020 levels. This month's total was 12% higher than in September 2019. The Merritt Branch has contributed to the overall increase, with its new location driving higher visitation.



### Membership

New memberships continue to grow, with a 34% increase over September 2024 and a 14% increase year-to-date. September, recognized as Library Card Sign-Up Month, featured several successful membership drives, outreach events, and a contest. All branches saw strong activity, but Merritt experienced a particularly notable surge, registering 301 new memberships.

## **Holds Placed**

The number of holds placed this month was up 7% from September 2024. The holds system continues to be an integral library service that offers equitable and convenient access to materials for customers across the city.

## **Training Highlights**

On September 15, the Canadian Mental Health Association delivered a one-hour interactive virtual seminar to SCPL staff titled "*Creating Compassionate Workplaces*." The session focused on fostering supportive, empathetic, and compassionate work environments. A follow-up session, "*Five Ways to Practice Self-Care and Show Compassion to Yourself*," is scheduled for October and will explore practical strategies for prioritizing personal well-being.

## **Customer Service Feedback**

The library collects passive customer feedback to help SCPL understand what customers are noticing and appreciating and how we can improve. Highlights from the feedback collected through July and August 2025 include:

- Friendly, knowledgeable and efficient customer service.
- Re-location of Merritt to the Pen Centre.
- Adding Merritton Holds Locker.
- Introduced a new recording system for reading the Summer Reading Club.

The library is continually evaluating the suggestions for improvements and new services. Highlights of actions taken based on feedback collected in 2025 include:

- Launched "Read and Meet" book club in September, which requires new registration each month.
- Added an additional catalogue station on the first floor at Central.

## Innovation, Collections & Technology

**submitted by David Bott, Manager Innovation, Collections & Technology (September 2025)**

### For Information

#### **Physical Circulation**

Physical circulation increased by 2.5% from August to September 2025. This also represents a 4% increase compared to September 2024. It should be noted, however, that this report is being prepared earlier than usual, and final September circulation figures are expected to be slightly higher.

In-house usage has increased substantially at the new Merritt branch compared to its previous location. In September 2025, in-house use was up 455% over September 2024. The strongest growth came from children's materials, which saw a 527% increase in use year over year. Physical checkouts at Merritt increased by 4% from September 2024.

While it is still too early to draw firm conclusions, these trends suggest the new Merritt location and its larger, updated collections are attracting more families who are engaging with materials during visits, particularly in connection with children's resources.

#### **Digital Circulation**

Digital circulation dropped by about 6% from August to September 2025. This decrease appears to be typical of this time of year, mirroring similar decreases in September 2024 and 2023. Additionally, because not all online resources have reported their September data at the time of this report, it is likely that the actual September 2025 decrease will be closer to 4%.

YTD digital circulation is about 13.5% above that of 2024.

#### **PrintMe Self-serve Printing Service**

A new self-serve printing service is being launched on October 15 at Central, Dr. Huq and Merritt branches. This new service allows customers to print from their own devices, as well as library-managed computers and retrieve their print jobs from any of the above locations, as well as any independent businesses that use the PrintMe service, such as Staples. In addition to monochrome and colour printing, the service supports copying and scanning. Customers will be able to pay using a variety of electronic payment methods, including Interac, Visa, Mastercard, Apple Pay and Google Pay. Customers are still able to pay cash with staff assistance.

#### **Integrated Library System (ILS)**

Staff from St. Catharines Public Library and Niagara Falls Public Library have negotiated and signed a contract with Clarivate to migrate to a shared, cloud-hosted Integrated Library System. The project will begin in Q2 2026 with an anticipated "go live" date in December 2026. The term of the agreement runs from January 1, 2027 through December 31, 2032.

**Interlibrary Loan Service Suspended**

Due to the Canada Post Strike, the Interlibrary Loan Service was suspended. ICT worked with the Communications Specialist to develop a communications strategy to inform customers and staff of the service suspension until the Canada Post Strike has been resolved.

## Programming and Promotions

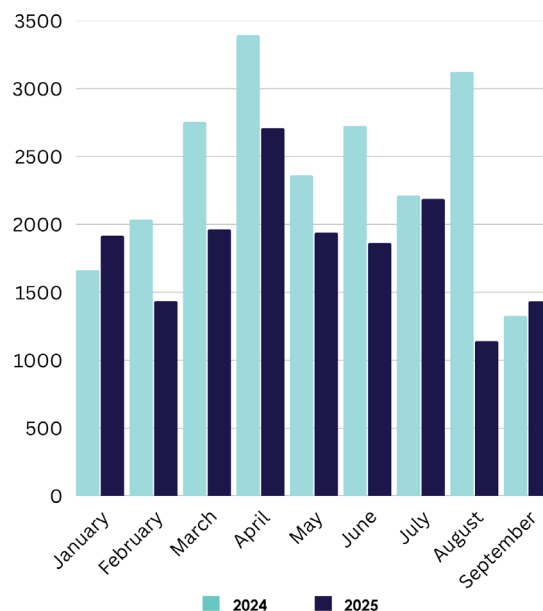
submitted by Holly Jones, Manager Programming & Promotions (September 2025)

### For Information

#### Programming Highlights

In total, 1801 customers attended or engaged in programs and outreach this month. This marked a notable increase of 36% from the same period in 2024 (1329 attendees).

**Program Attendees By Month, 2025 vs. 2024**



#### Programming Highlights:

The Merritt Branch celebrated its Grand Reopening on September 18th. The event showcased the newly available programming room with diverse family activities including button-making, craft tables, and various other activities such as LEGO building and STEM exploration with our Ozobots collection (131 programming attendees).

SCPL significantly extended its reach into the community in September with several impactful outreach events:

- **Brock University Membership Drives:** Two separate events at which we engaged with 108 students, creating new library memberships and sharing information about our services.

- **St. Catharines Farmer's Market:** A Pop-up Library event at which we engaged with 81 community members.
- **Gillian's Place:** A supportive family storytime conducted at Gillian's Place, with 15 attendees.
- **Grape & Wine Grande Parade:** The Library participated with a themed float, "Un-WINE'd with a Good Book," showcasing our community spirit in the largest local festival.

Unique programming designed with the interests and abilities of the library's youngest customers in mind included both multi-week series and drop-in events, such as:

- **Little Explorers:** a 4-week series focused on sensory play activities to support early childhood development (140 attendees).
- **Music and Movement:** a 4-week series designed for active, music-making little movers (90 attendees).
- **"Ready, Set, Build":** a process-oriented building workshop, providing children with the opportunity to get creative with materials like cardboard, DUPLO blocks, and magnetic tiles (14 attendees).

A diverse array of programs focused on wellness, local history, and arts fostered strong adult engagement:

- **Twin Hearts Meditation:** A guided session for mindfulness and stress reduction (22 attendees)
- **Faux Stained Glass Painting:** A workshop using Gallery Glass paint to mimic stained glass (14 attendees)
- **Embroidery for Beginners:** Basic embroidery skills taught using a fall-themed pattern (27 attendees)
- **One Book, One Niagara Book Discussion:** A one-time book club that met to read and discuss *The Laundryman's Boy*, by Edward Y.C. Lee, tying into the main author event on October 3 (10 attendees)
- **Into the Modern Era: St. Catharines 1910-1920:** A presentation on local history, offering context for the *One Book, One Niagara* title (27 attendees)
- **National Day for Truth & Reconciliation: A Screening of WaaPaKe (Tomorrow):** A special screening of the National Film Board production, *WaaPaKe (Tomorrow)*, which offers a deeply personal documentary on the ongoing impacts of residential schools (9 attendees).

## Communication Highlights

September was a very busy month for promotions. The Communications Specialist was involved in several initiatives, including:

- National Day for Truth and Reconciliation programming and communications
- The introduction of new mugs to the SCPL Shop
- SCPL LitFest 2025 promotional launch and marketing strategies
- Merritt Branch Grand Re-Opening marketing and photography
- Q4 of the Membership Reactivation campaign
- Promotions ahead of the SCPL photo contest, launching in October

## Community Feedback

There were no submissions received this month via the Request for Program Reconsideration form. Feedback on the library's social media accounts demonstrated high engagement with content relating to the Merritt Branch re-opening, upcoming programs, and our new SCPL library mug:

- "Beautiful library. Can't wait to see it." - Merritt Grand Re-Opening
- On a post promoting the One Book, One Niagara event: "What a fabulous choice! This was so enjoyable. It paints a picture of our city that is new and unique while expressing the timeless challenges of immigrants to a new land."
- "I used to love when the library sold the discard books"
- On a post promoting the new library mug: "It's an immediate need!"
- "Looking forward to the partnership between the library and St. Catharines Museum on the Modern era."
- On a post promoting SCPL LitFest 2025: "Nice! Wish I could make this :)"

## Media Mentions

**29-Sep**

**Niagara This Week**

St. Catharines library offers Truth and Reconciliation reading list

## Human Resources

submitted by **Albertina Maciukas, Human Resources Manager**

### For Information

#### **Performance Review Document**

##### **Background:**

Following the last committee meeting, the final feedback was incorporated into the performance review document, which was subsequently provided to management for review. Once approved, the finalized document was uploaded into ADP, and a SharePoint announcement was issued to inform employees of both the new document and the updated process. The final version is now live.

##### **Next Steps:**

As employees reach their annual hire dates, they are being sent their performance review forms to complete. Between now and the end of the year, 23 permanent employees are scheduled to undergo their reviews. Managers will follow up to collect feedback, which will help refine and further improve the process.

Feedback received to date has been positive, and employees have not required additional guidance, reflecting the clarity and user-friendliness of the new process. We will continue to monitor outcomes and make adjustments as needed.

##### **ADP**

We have successfully launched three key modules:

- Performance Management module, supporting both annual and probationary reviews;
- Onboarding module streamlining the process for new hires; and
- Recruitment module, enabling both internal and external postings.

##### **Labour Relations**

Tentatively scheduled for mid November.

##### **Staff Development Day**

The full staff event scheduled for November 17, 2025 is largely finalized, with only minor details remaining to be completed.



## Health & Safety

submitted by Lisa DiDonato, Business Administrator

### For Information

That the St. Catharines Public Library (SCPL) Board receive this report for information.

#### **Background**

Under the Occupational Health and Safety Act (OHSA) in Ontario, employers are legally required to ensure a safe and healthy workplace. Regular inspections play a vital role in fulfilling these obligations by identifying potential hazards and ensuring compliance with safety regulations.

#### **Report**

Appendix A details the findings from Health and Safety inspections conducted since the last report.

The next Joint Health & Safety Committee meeting is scheduled for November 4, 2025, and will include the following agenda items:

- Quarterly Inspection Report
- Review of Risk Assessment Findings Log

## Appendix A – Health and Safety Inspection Results

| Location                        | Date               | Results                                                                                 | Update                                               |
|---------------------------------|--------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------|
| <b>Regular Inspections</b>      |                    |                                                                                         |                                                      |
| Central – 2 <sup>nd</sup> Floor | September 5, 2025  | Wire Management – facilities closet, pillar by desk, wheelchair cubby, across from 300s | All Wire management completed by September 17, 2025. |
| Port Branch                     | September 22, 2025 | Nothing to report.                                                                      | n/a                                                  |
| HUQ Branch                      | September 22, 2025 | Nothing to report.                                                                      | n/a                                                  |
| Merritt Branch                  | September 25, 2025 | Nothing to report.                                                                      | n/a                                                  |

## Board Document Migration

**submitted by Lauren Jenter, Administrative Assistant**

### For Information

#### **Background**

Since March 2020, Board packages and other governance-related documents have been stored and managed within Microsoft SharePoint. SharePoint has served as a reliable collaboration tool and will continue to support the majority of SCPL's file storage needs. However, some limitations to SharePoint have emerged, notably, the requirement for all users to log in through their MySCPL email to access documents.

#### **Update**

To address these limitations while maintaining the highest standards of data security, SCPL staff have elected to migrate selected files to Sync, a secure Canadian cloud-based file storage solution. Sync is compliant with the Personal Information Protection and Electronic Documents Act (PIPEDA).

The migration of Board documents to Sync aligns with our broader initiative to maintain SCPL records in a secure electronic format, in accordance with our Records and Information Management Policy.

Board members will receive access to Sync through their MySCPL emails and their personal emails. This change will greatly simplify access and minimize technical challenges. To ensure a smooth transition, the Board will have access to both the Sync and SharePoint folders during the transition period.

We anticipate completing the migration of Board documents to Sync and decommissioning the Board SharePoint folders by January 31, 2026.

## Discussion Reports

**6. Discussion Reports (attachment)**

|     |                                                     |        |
|-----|-----------------------------------------------------|--------|
| 6.1 | 2026 Work Plan – K. Su                              | Motion |
| 6.2 | Policy (G-16) Accessibility – K. Su                 | Motion |
| 6.3 | Policy (P-10) Hiring – A. Maciukas                  | Motion |
| 6.4 | Policy (G-12) Access and Security Control – D. Bott | Motion |

## 2026 Annual Work Plan

**submitted by Ken Su, CEO**

### Recommendation

THAT the St. Catharines Public Library Board approve the 2026 Annual Work Plan in its revised format

#### Background

As part of our annual work plan process, managers have been reviewing how we prepare our annual departmental work plan. In past years, the work plan has included 30 or more individual items, some of which reflected routine or ongoing tasks or were duplications proposed by multiple departments. For 2026, managers met in the summer to refine the content and structure of the plan to better reflect strategic priorities.

#### Update

After several discussions, managers agreed, going forward, these ongoing operational activities will no longer be listed, allowing the plan to highlight new, innovative, or improvement-oriented initiatives.

Some key improvements include:

- Assigning a single lead department for multi-department projects to avoid duplication, with other departments providing support as needed.
- Shifting from a department-by-department structure to an integrated, organization-wide format that highlights the interdepartmental nature of major initiatives.
- Incorporating measurable goals where possible to help evaluate success.
- Targeting a smaller, more focused list of no more than 10 major initiatives each year.

To support this new approach, managers also recommended dedicating time each year to collectively identify strategic items for future plans. The revised work plan process will ensure the Board receives a clear, concise, streamlined document focused on priorities that will move the Library forward.

Attached are the 2026 work plan in the previous format, as well as a new revised plan, for the Board's review and approval.

## 2026 SCPL Departmental Work Plan (OLD) - Quarterly Update

|                   |                      |        |                                      |
|-------------------|----------------------|--------|--------------------------------------|
| Strategic Goal 1: | Experiences in Bloom | Status | No Change                            |
| Strategic Goal 2: | Community in Bloom   |        | Minor Changes, no significant impact |
| Strategic Goal 3: | People in Bloom      |        | Major Changes, attention required    |
| Strategic Goal 4: | Literacy in Bloom    |        | ✓, Completed                         |

| Department: Administration and Facilities          |                                                                                                                                                               |                                                                                                                                                                                                                                                                          |                                                                         |                                                                   | Q1 Update |             | Q2 Update |             | Q3 Update |             | Q4 Update |             |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
| Strategic Goal                                     | Annual Objective / Action Item                                                                                                                                | SMART Goals and outcomes                                                                                                                                                                                                                                                 | Key Players                                                             | Timelines                                                         | Status    | Explanation | Status    | Explanation | Status    | Explanation | Status    | Explanation |
| #3                                                 | Continue collaborating with the City, City Council, and the Union                                                                                             | Actively communicate with stakeholders and resolve any issues/concerns promptly, organize activities with City/Union at least 4 times a year                                                                                                                             | CEO                                                                     | Ongoing                                                           |           |             |           |             |           |             |           |             |
| #1, #2, #3, #4                                     | Advance library performance benchmarking and service adjustments                                                                                              | Utilize VOLT data to identify key performance indicators, enhance programs and services, and evaluate performance against the Library's historical benchmarks                                                                                                            | Management                                                              | Ongoing                                                           |           |             |           |             |           |             |           |             |
| #1                                                 | Plan for the Central Library renovation                                                                                                                       | Continue to work on the Central Library renovation project                                                                                                                                                                                                               | CEO, Business Administrator, Facilities Manager                         | Ongoing                                                           |           |             |           |             |           |             |           |             |
| #2                                                 | Launch a library capital fundraising campaign                                                                                                                 | Work with fundraising consultant to launch a capital campaign                                                                                                                                                                                                            | Management                                                              | Q4 2026                                                           |           |             |           |             |           |             |           |             |
| #1                                                 | Conduct a community needs assessment                                                                                                                          | Issue a community needs assessment RFP and identify and understand the needs, priorities, and preferences of the community the Library serves                                                                                                                            | Management                                                              | Q3 2026                                                           |           |             |           |             |           |             |           |             |
| #2                                                 | Participate in the City's 150th and Port Dalhousie's 200th anniversary celebrations                                                                           | Take part in and contribute to community wide events and initiatives that celebrate these milestones                                                                                                                                                                     | Management                                                              | Q4 2026                                                           |           |             |           |             |           |             |           |             |
| #1 #3                                              | Continue to foster a culture of continuous improvement.                                                                                                       | Pursue process efficiencies and ongoing improvements by identifying bottlenecks, automating repetitive tasks, and standardizing best practices. This approach not only reduces operational waste but also enhances scalability, responsiveness, and overall performance. | Management                                                              | Ongoing                                                           |           |             |           |             |           |             |           |             |
| #1 #3                                              | Continue to streamline and organize both electronic and physical records to maintain a more efficient, searchable, and sustainable records management system. | This ongoing effort will support improved access, reduce redundancy, and ensure compliance with SCPL policy.                                                                                                                                                             | Management                                                              | Ongoing                                                           |           |             |           |             |           |             |           |             |
| #3                                                 | Enhance leadership capacity through ongoing succession planning                                                                                               | Offer learning and training opportunities to help potential leaders grow and develop                                                                                                                                                                                     | CEO, HR Manager                                                         | Ongoing                                                           |           |             |           |             |           |             |           |             |
| #1, #3                                             | Conduct Employee Satisfaction Survey                                                                                                                          | Create, send, review/analyze Employee Satisfaction Survey to identify and understand the needs, priorities, preferences and gaps of SCPL employees                                                                                                                       | HR Manager, input from management team                                  | Q4                                                                |           |             |           |             |           |             |           |             |
| #1                                                 | Create Request to Hire Form (RTH)                                                                                                                             | Create and implement RTH Form to streamline recruitment process by allowing all involved to have a clear understanding of timelines and tasks required to recruit and select the best suited candidate in a timeframe agreeable to all                                   | HR Manager, input from management team                                  | Q4                                                                |           |             |           |             |           |             |           |             |
| Department: Innovation, Collections and Technology |                                                                                                                                                               |                                                                                                                                                                                                                                                                          |                                                                         |                                                                   | Q1 Update |             | Q2 Update |             | Q3 Update |             | Q4 Update |             |
| Strategic Goal                                     | Annual Objective / Action Item                                                                                                                                | SMART Goals and outcomes                                                                                                                                                                                                                                                 | Key Players                                                             | Timelines                                                         | Status    | Explanation | Status    | Explanation | Status    | Explanation | Status    | Explanation |
| #1, #2, #3, #4                                     | Implement a new cloud-hosted ILS system                                                                                                                       | Provide a better experience to our customers, better resiliency and reduced costs through shared services.                                                                                                                                                               | ICT, all departments                                                    | Q4 2026                                                           |           |             |           |             |           |             |           |             |
| #1, #2, #3, #4                                     | Expand Hold-IT Lockers at Home Hardware                                                                                                                       | Increase number of lockers at Home Hardware to better serve the local community due to the branch move to Pen Centre.                                                                                                                                                    | Systems Administrator, Systems Technician                               | - request for quote for 15-bay locker sent. Approx. 24K plus tax. |           |             |           |             |           |             |           |             |
| #1, #2, #3, #4                                     | Install Digital Presentation System at Merritt                                                                                                                | Provide enhanced service in program room and meeting rooms for both staff and customers.                                                                                                                                                                                 | ICT, Administration, Facilities, Customer Service                       | Start Q1 2026                                                     |           |             |           |             |           |             |           |             |
| #1, #2                                             | Catalogue Standards and Maintenance                                                                                                                           | Standardized MARC Processing for shared ILS system                                                                                                                                                                                                                       | Cataloguing Technician, Acquisitions Technician, Collections Librarians | Ongoing / Co-ordinate with ILS data migration (Q2-Q3)             |           |             |           |             |           |             |           |             |
| #1, #2, #3, #4                                     | Install Digital Presentation System at Merritt                                                                                                                | Provide enhanced service in program room and meeting rooms for both staff and customers.                                                                                                                                                                                 | ICT, Administration, Facilities, Customer Service                       | Start Q1 2026                                                     |           |             |           |             |           |             |           |             |
| #1, #2, #3, #4                                     | Collection Improvement (Literacy Collection- ESL, Decodable Books, etc)                                                                                       | Update and promote literacy collection for ESL customers and customers with reading difficulties, such as dyslexia                                                                                                                                                       | Collections Librarians                                                  | Ongoing                                                           |           |             |           |             |           |             |           |             |
| #1, #2, #3, #4                                     | Digitization Project                                                                                                                                          | Digitize rare local history items for preservation and remote accessibility                                                                                                                                                                                              | Digitization Technician                                                 | Ongoing                                                           |           |             |           |             |           |             |           |             |
|                                                    | AI Chat Functionality                                                                                                                                         |                                                                                                                                                                                                                                                                          | Customer Service, ICT                                                   |                                                                   |           |             |           |             |           |             |           |             |

|                                                          |                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                            |           |           |             |           |             |           |             |           |             |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-----------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
|                                                          | Newsletter / Marketing Platform                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                     | Programming & Outreach, ICT                                                |           |           |             |           |             |           |             |           |             |
| Department: Customer Services                            |                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                            |           | Q1 Update |             | Q2 Update |             | Q3 Update |             | Q4 Update |             |
| Strategic Goal                                           | Annual Objective / Action Item                                                                                                             | SMART Goals and outcomes                                                                                                                                                                                                                                                                                                                                                                            | Key Players                                                                | Timelines | Status    | Explanation | Status    | Explanation | Status    | Explanation | Status    | Explanation |
| #1, #3                                                   | Continue delivering training aligned with the annual training plan to enhance the customer experience                                      | New ILS onboarding, support AI webchat functionality, Difficult Conversations Pt. 2, Mentorship Program Pt. 2                                                                                                                                                                                                                                                                                       | Training Librarian, CS Managers                                            | Q3        |           |             |           |             |           |             |           |             |
| #1, #2, #3                                               | Review and update Borrowing Policy, system procedures and optimize workflows to improve customer service, efficiencies and reduce barriers | Expand library card use to computer service, expand 3D Printing service, streamline book bundle process, investigate self-adhesive hold slips                                                                                                                                                                                                                                                       | CS Managers, CS Technician, Librarians, Programming and Promotions Manager | Q4        |           |             |           |             |           |             |           |             |
| #1,#2,#3                                                 | Review operational plan for Merritt                                                                                                        | Monitor gate count, circulation and services to evaluate branch location performance. Conduct a customer survey to solicit comments about library hours.                                                                                                                                                                                                                                            | CS Managers, CS Technician, Librarians, Programming and Promotions Manager |           |           |             |           |             |           |             |           |             |
| #1,#2,#3                                                 | Review Holds to Go and Books to Go for optimal performance                                                                                 | Investigate the redeployment of Books to Go to an alternate location in the city. Monitor the statistics of Holds to Go usage to ensure community needs are met.                                                                                                                                                                                                                                    | CS Managers, CS Technician                                                 |           |           |             |           |             |           |             |           |             |
| #1,#2,#3                                                 | Explore opportunities to better optimize the space at Dr. Huq to better serve our customers                                                | Investigate grant opportunities to maximize outdoor space. Investigate sound-proofing solutions. Reloacte magazines/newspapers to a standalone unit to create extra shelving space for holds.                                                                                                                                                                                                       | CS Managers                                                                |           |           |             |           |             |           |             |           |             |
| #1, #2, #3                                               | Expand library card membership for use of Public Computer service                                                                          | This will provide better customer tracking, increased accountability and contribute to an increased membership count.                                                                                                                                                                                                                                                                               | Customer Service, CS Managers, ICT Manager, CS Technician                  | Q4        |           |             |           |             |           |             |           |             |
| Department: Programming and Promotions                   |                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                            |           | Q1 Update |             | Q2 Update |             | Q3 Update |             | Q4 Update |             |
| Strategic Goal                                           | Annual Objective / Action Item                                                                                                             | SMART Goals and outcomes                                                                                                                                                                                                                                                                                                                                                                            | Key Players                                                                | Timelines | Status    | Explanation | Status    | Explanation | Status    | Explanation | Status    | Explanation |
| Literacy in Bloom, Experience in Bloom, People in Bloom  | Establish the forms of literacy SCPL programming will support.                                                                             | Research and define the forms of literacies (traditional, financial, health, etc) that SCPL programming will support. Develop associated programming and partnership opportunities that specifically target and support less covered forms of literacy in a more strategic manner.                                                                                                                  | Programming Manager, Programming Librarians                                | Q3-Q4     |           |             |           |             |           |             |           |             |
| Literacy in Bloom, Experiences in Bloom, People in Bloom | Standardize SCPL's early literacy programming.                                                                                             | Adopt a research-backed, standardized framework for all early literacy programs. Develop consistent training for early literacy program facilitators. Implement standardized evaluation methods (attendance numbers, surveys) and consistent outcome tracking.                                                                                                                                      | Programming Manager, Programming Librarians                                | Q3        |           |             |           |             |           |             |           |             |
| Community in Bloom, Literacy in Bloom, People in Bloom   | Build stronger partnerships with schools.                                                                                                  | Develop a Kindergarten Book Delivery program. Form connections with schools outside walking distance to library branches.                                                                                                                                                                                                                                                                           | Programming Manager, Programming Librarians                                | Q3        |           |             |           |             |           |             |           |             |
| Experiences in Bloom, Literacy in Bloom, People in Bloom | Increase promotions for the SCPL Book Club Kits                                                                                            | Develop a guide for "How to run a book club" with information about book club sets, schedule, book club best practices                                                                                                                                                                                                                                                                              | Programming Manager, Communications Specialist, Programming Librarians     | Q3        |           |             |           |             |           |             |           |             |
| #2, #3, #4                                               | Classroom Outreach and Book Kit Delivery Service - develop curriculum-based book kits, with supporting classroom outreach/delivery service | -Increase the number of educator card borrowing accounts<br>-Expand SCPL's geographical reach to school's outside walking distance to library branch<br>-increase the number of juvenile memberships from students in classrooms using the delivery service<br>-qualitative feedback from teachers/educators using the program on how borrowable collections contribute to improved literacy levels | Programming & Promotions, ICT, Facilities, Customer Service                | Q4 2026   |           |             |           |             |           |             |           |             |

## 2026 SCPL Departmental Work Plan (NEW) - Quarterly Update

|                   |                      |        |                                      |
|-------------------|----------------------|--------|--------------------------------------|
| Strategic Goal 1: | Experiences in Bloom | Status | No Change                            |
| Strategic Goal 2: | Community in Bloom   |        | Minor Changes, no significant impact |
| Strategic Goal 3: | People in Bloom      |        | Major Changes, attention required    |
| Strategic Goal 4: | Literacy in Bloom    |        | ✓, Completed                         |

| SCPL           | Strategic Goal | Annual Objective / Action Item                                                                                                             | SMART Goals and outcomes                                                                                                                                                                                                                                                                                                                                                                            | Project Lead             | Contributors                                 | Timelines     | Status | Explanation | Status | Explanation | Status | Explanation | Status | Explanation |
|----------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------|---------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|
| #2             |                | Launch a library capital fundraising campaign                                                                                              | Work with fundraising consultant to launch a capital campaign                                                                                                                                                                                                                                                                                                                                       | CEO                      | All departments                              | Q4 2026       |        |             |        |             |        |             |        |             |
| #1             |                | Conduct a community needs assessment                                                                                                       | Issue a community needs assessment RFP and identify and understand the needs, priorities, and preferences of the community the Library serves                                                                                                                                                                                                                                                       | CEO                      | All departments                              | Q3 2026       |        |             |        |             |        |             |        |             |
| #1, #2         |                | Participate in the City's 150th and Port Dalhousie's 200th anniversary celebrations                                                        | Take part in and contribute to community wide events and initiatives that celebrate these milestones                                                                                                                                                                                                                                                                                                | Programming & Promotions | All departments                              | Q4 2026       |        |             |        |             |        |             |        |             |
| #1, #2, #3, #4 |                | Implement a new cloud-hosted ILS system                                                                                                    | Provide a better experience to our customers, better resiliency and reduced costs through shared services.                                                                                                                                                                                                                                                                                          | ICT                      | All departments                              | Q4 2026       |        |             |        |             |        |             |        |             |
| #1, #2, #3, #4 |                | Install Digital Presentation System at Merritt                                                                                             | Provide enhanced service in program room and meeting rooms for both staff and customers.                                                                                                                                                                                                                                                                                                            | ICT                      | Administration, Facilities, Customer Service | Start Q1 2026 |        |             |        |             |        |             |        |             |
| #1, #3         |                | AI Chat Functionality                                                                                                                      | Provide 24/7 support for common inquiries via SCPL webchat and reduce unanswered webchats during closed hours. Increase customer satisfaction.                                                                                                                                                                                                                                                      | Customer Service         | Training Librarian, CS Managers, ICT         | Q3 2026       |        |             |        |             |        |             |        |             |
| #2, #3, #4     |                | Classroom Outreach and Book Kit Delivery Service - develop curriculum-based book kits, with supporting classroom outreach/delivery service | -Increase the number of educator card borrowing accounts<br>-Expand SCPL's geographical reach to school's outside walking distance to library branch<br>-Increase the number of juvenile memberships from students in classrooms using the delivery service<br>-qualitative feedback from teachers/educators using the program on how borrowable collections contribute to improved literacy levels | Programming & Promotions | ICT, Facilities, Customer Service            | Q4 2026       |        |             |        |             |        |             |        |             |
| #1, #2, #3     |                | Expand library card membership for use of Public Computer service                                                                          | This will provide better customer tracking, increased accountability and contribute to an increased membership count.                                                                                                                                                                                                                                                                               | Customer Service         | CS Managers, ICT Manager, CS Technician      | Q4            |        |             |        |             |        |             |        |             |
| #1, #3         |                | Conduct Employee Satisfaction Survey                                                                                                       | Create, send, review/analyze Employee Satisfaction Survey to identify and understand the needs, priorities, preferences and gaps of SCPL employees                                                                                                                                                                                                                                                  | Human Resources          | All departments                              | Q4            |        |             |        |             |        |             |        |             |



## Policy (G-16) Accessibility

**submitted by Ken Su, CEO**

### Recommendation

THAT the Board rescind the former Accessibility Policy and approve the new Policy (G-16) Accessibility.

#### **Background**

The Accessibility Policy is scheduled to review in 2025. The City hired a new Accessibility Coordinator in May who has extensive experience in accessibility with public sector organizations and has been working with various city departments and ABCs to ensure the organization/corporation is in compliant with all accessibility legislations and regulations.

#### **Update**

The CEO recommended some revisions below to the former Accessibility Policy in July and discussed with managers.

- Revised the Policy Statement to align with the legislations;
- Added Ontario Human Rights Code to the regulation section;
- Revised the feedback section to include a specific timeframe for responding to inquires;
- Replaced specific language in digital accessibility guideline since technology continues to change with a general statement "update digital access as standards evolve";

Subsequently the CEO forwarded the updated copy to the Accessibility Coordinator at the City who reviewed and provided feedback and recommendations focused on improving the structure, organization, and consistency of the policy with applicable legislation and recognized best practices.

The Coordinator's input resulted in substantive changes to the format and flow of the document, enhancing clarity and accessibility for both staff and the public. While the organization of the policy has been updated, the core principles and content remain largely consistent with the previous version. The revised policy better reflects legislative standards and will serve as a stronger foundation for SCPL's ongoing accessibility compliance and initiatives.

## **ST. CATHARINES PUBLIC LIBRARY BOARD**

### **POLICY**

|                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                               |                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------|
| <b>Section:</b> General<br><b>Number:</b> G16                                                                                                                                                                                                                                                                                                                                                      | <b>Subject:</b> Accessibility Policy<br>(Formerly Accessibility –<br>Customer Service Policy) | <b>Motion #:</b> 2014-18<br>2021-104 |
| <b>Policy Level:</b> Library Board                                                                                                                                                                                                                                                                                                                                                                 | <b>Author:</b> Management                                                                     | <b>Review:</b> 4 years               |
| <b>Approval Date:</b> 2011-11-17                                                                                                                                                                                                                                                                                                                                                                   | <b>Effective Date:</b> 2021-09-16                                                             | <b>Next Review:</b> 2025             |
| <b>Notes:</b> The <i>Accessibility Customer Service Policy</i> was approved at the Board Meeting of November 17, 2011. The Accessibility Customer Service Policy was amended to include the requirements of IASR and was renamed the “Accessibility Policy.” The Accessibility Policy as amended was approved by the Library Board at the Board Meeting on March 20, 2014, and September 16, 2021. |                                                                                               |                                      |

### **POLICY STATEMENT**

The purpose of this policy is to ensure that St. Catharines Public Library is compliant with the standards set by the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations.

The Library is committed to providing equitable access to library service that meets the changing needs of all its customers including persons with disabilities in a welcoming and supportive environment. The Library will develop and support a service and work environment where the needs of persons with disabilities are addressed in accordance with the principles of dignity, independence and integration.

In developing and delivering service and programs to people with disabilities, the Library will be guided by service values of equity and diversity in the treatment of all individuals. The Library will make reasonable efforts to establish, implement, and monitor policies and practices that balance the needs of persons with disabilities and others to support the accessibility standards of customer service, information and communication, employment and the built environment established under AODA.

### **SCOPE**

This policy applies to all individuals who work with or for the Library, volunteer for the Library, individuals who visit and/or use the Library, as well as, the delivery of operations, services and programs provided by the Library.

### **DEFINITIONS**

#### **Accommodation**

Accommodation means that special arrangements made or assistance provided so that persons with disabilities can participate in experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.

### Assistive Device

An assistive device is a tool, technology, or other mechanism, that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting (examples include walkers, magnifiers for reading etc.).

### Accessible Formats

Accessible formats may include but are not limited to: large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

### Barrier

A barrier is any policy, practice or procedure, or part of the built environment that prevents someone from participating fully in library programs or services because of their disability.

### Communication Supports

A tool or device that facilitates communication for a person with a disability, including but not limited to captioning, sign language, and personal listening systems.

### Disability

Disability as defined by AODA means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder, or;
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

### Reasonable Efforts

The Customer Service Standard requires organizations to make reasonable efforts to meet the needs of people with disabilities. The Library defines reasonable efforts as providing the best possible service within the context of: available resources, balancing the needs of people with disabilities and others who may encounter barriers to access and with the community at large, the health and safety of Library staff and volunteers, the security of Library property and existing laws and contracts.

### Service animal

Service animal refers to an animal used by a person for reasons relating to their disability. An animal is a service animal for a person with a disability if,

- the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

- the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability;
  - a member of the College of Audiologists and Speech-Language Pathologists of Ontario;
  - a member of the College of Chiropractors of Ontario;
  - a member of the College of Nurses of Ontario;
  - a member of the College of Occupational Therapists of Ontario;
  - a member of the College of Optometrists of Ontario;
  - a member of the College of Physicians and Surgeons of Ontario;
  - a member of the College of Physiotherapists of Ontario;
  - a member of the College of Psychologists of Ontario; or
  - a member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

### Support person

A support person is another person who is in relation to a person with a disability and accompanies him or her them in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

## **Specific Directives**

### **General**

#### 1. Accessibility Plans

The multi-year City plan includes the Library and outlines the strategy to prevent and remove barriers. The plan is posted on the City's website and can be made available in accessible format upon request.

#### 2. Accessibility Report

The Library provides input for the City's Accessibility Plan Annual Progress report.

#### 3. Documentation

The Library will maintain supporting documentation associated with the Act and make it available upon request.

#### 4. Library Policies

Library Policies will be applied in such a way that considers the needs of people with disabilities and respects the principles of dignity, independence and integration.

#### 5. Procurement

When procuring or acquiring goods, services, self-service kiosks, or facilities the Library will incorporate accessibility criteria and features, except where it is not feasible as defined by the Act.

#### 6. Design of Public Spaces

The Library works closely with the City of St. Catharines to ensure our buildings provide a welcoming and supportive environment to serve all residents including persons with disabilities. All Library construction projects, retrofits and redevelopments will comply with Ontario Building Code requirements, with the City

of St. Catharines Facility Accessibility Features and with AODA 2005 Design of Public Spaces Standards. In the event of new construction or significant building renovation, the Library will reduce barriers by ensuring accessible entrances, walkways, parking and maintaining accessible Library spaces including service desks. The Library will consult with individuals and organizations representing persons with disabilities when designing public spaces.

7. Training

The Library will provide and document ongoing training on the AODA legislation and requirements for employees, volunteers and contractors who interact with the public or who participate in the development of policies on behalf of the Library. Training shall be appropriate to the duties of the employees, volunteers and other persons.

8. Collections

The Library offers resources in a wide range of formats with both vision and hearing enhancements suitable for customers with disabilities. Such resources include (but are not limited to):

- Downloadable e-Audiobooks
- Downloadable eBooks and digital periodicals, which allow the customer to customize the text size and typeface
- Books on CD
- Large Print books
- DVDs and Blu-ray videos with subtitle and descriptive narration options
- Online resources with text-to-speech capabilities

Collections are displayed and shelved in a manner to facilitate access to customers with disabilities, and staff are trained to assist customers with accessing the collection.

## **Information and Communication**

9. Accessible Formats

The Library shall provide access to or arrange for the provision of access to accessible materials where they exist.

The Library may provide accessible formats for archival materials, special collections, and rare book donations.

The Library will upon request, provide or arrange for the provision of its documents in an accessible format or communication support. When providing accessible formats, the Library will take into account the person's disability and individual communication needs by consulting with the person directly.

10. Accessible Website

The St. Catharines Public Library will make its content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

11. Communication

Library staff and volunteers will communicate with persons-with-disabilities in a way that takes their needs into consideration.

The Library will make information about the availability of accessible materials publicly available and shall provide the information in accessible format upon request.

12. Feedback

The Library welcomes feedback and makes information available on how to provide feedback. Feedback is accepted in the Library in a variety of formats including but not limited to: email, telephone, in person. Staff assistance is available to support all residents in providing feedback.

13. Emergency Plans

The Library will provide publicly available emergency procedures, plans or public safety information in an accessible format upon request as soon as possible.

14. Notice of Temporary Service Disruption

The Library will provide notice of service disruptions which will include the reason for the disruption, how long the disruption will last and a description of the available alternative, if any. In the event of unplanned disruption, notice will be provided as quickly as possible.

**Accessible Customer Service**

15. Provision of Services and Programs

The Library will promote accessibility through the development of policies, procedures and practices that are consistent with the principles of integration, independence, dignity and equal opportunity for persons with disabilities. Reasonable efforts will be made to ensure the provision of services and programs to persons with and without disabilities are integrated unless an alternate measure is necessary to enable a person with a disability to obtain, use, attend or benefit from services or programs. Library programming, including programs conducted by community partners or external presenters, will be developed and delivered with consideration given to the principles of accessibility, equity and inclusiveness.

16. Assistive Devices

Persons with a disability may be able to use their own assistive device for the purpose of obtaining or using Library Services and may have free access to assistive devices available in the Library. The Library will endeavour to make available a broad range of assistive devices to help meet the reading needs of people with disabilities. The Library also recognizes that accessibility can be achieved and provided in different ways.

17. Service Animals

The Library welcomes service animals that are needed to assist persons with disabilities. If it is not readily apparent that the animal is a service animal, Library staff may ask the person for confirmation of the animal's status. It is the responsibility of the person with the disability to ensure that his or her service animal is kept under control at all times.

18. Support People

The Library welcomes support people who may accompany a person with a disability to assist with communication, mobility, or medical needs or with access to Library Services. When admission fees are charged for library programs or services, admission fees will be waived for support people, or advance notice will be given of any support fees that support people may need to pay if it is not a library program.

19. Notice of Service Disruptions

The Library will provide notice of service disruptions which include the reason for the disruption, how long the disruption will last, and a description of available alternatives, if any. In the event of an unplanned disruption, notice will be provided as quickly as possible.

**Employment**

20. This applies to all current employees and applicants for employment of St. Catharines Public Library, including full and part-time, casual, contract, permanent, and temporary employees.

The Library will notify:

- Employees and the public about the availability of accommodation for applicants with disabilities during the assessment or selection process.
- Job applicants selected to participate in an assessment or selection process relating to the materials or processes to be used that;
- Accommodations are available upon request
- Accommodations will take into consideration the applicants disability
- Accommodations will be based on consultation between the employer and applicant.
- Successful applicants of Library policies and other additional supports pertaining to accommodation of employees with disabilities.

The Library will provide or arrange for the provision of accessible formats and communication job supports, upon request.

The Library will provide individualized workplace emergency response information to employees who have a disability, upon request.

The Library will develop a written process for the development of individual accommodation plans for employees with disabilities.

The Library will develop a return-to-work process for employees who have been absent due to a disability, and require disability-related accommodation in order to return to work.

The Library's performance management, career development and redeployment will take into consideration the accessibility needs of employees with disabilities and all individualized accommodation plans.

**Implementation**

The policy shall be implemented by the C.E.O and Management.

|                             |                                                           |                       |            |
|-----------------------------|-----------------------------------------------------------|-----------------------|------------|
| <b>Policy Name</b>          | Accessibility Policy                                      |                       |            |
| <b>Section &amp; Number</b> | Board - G-16                                              | <b>Effective Date</b> | 2011-11-17 |
| <b>Motion Number</b>        | 2021-104                                                  | <b>Last Review</b>    | 2025-10-16 |
| <b>Author</b>               | CEO                                                       | <b>Next Review</b>    | 2029       |
| <b>Policy Maintenance</b>   | Reviewed by Management and City Accessibility Coordinator |                       |            |

## Policy Statement

St. Catharines Public Library (SCPL) is committed to the provision of goods, services or facilities to persons with disabilities and shall at all times undertake reasonable efforts to ensure library policies are consistent with the principles of dignity, independence, integration and equality of opportunity.

This policy outlines how SCPL will comply with the requirements of the Integrated Accessibility Standards, O. Reg. 191/11 ("IASR") issued under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA").

This policy applies to all aspects of SCPL's operations and is intended to meet the requirements of the IASR. It governs the accessible provision of goods services, facilities, information, and communications to persons with disabilities, including members of the public, staff, volunteers, and third parties acting on SCPL's behalf.

As required by the IASR, this policy also encompasses our commitment to accessible employment practices, the design of our public spaces, and our general requirements, including staff training and the procurement of accessible goods.

## Scope

All library employees, volunteers, or others who are responsible for delivering goods, services or facilities by, or on behalf of SCPL are required to comply with this policy.



## Definitions

**Assistive Devices:** Devices and technologies that increase mobility, hearing, vision and communication capacities of persons with disabilities.

**Accessible Formats:** May include but not limited to large print, recorded audio and electronic formats, Braille, and other formats that are useable by persons with disabilities.

**Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

**Communication Supports:** May include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Disability:** (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, (b) a condition of mental impairment or a developmental disability, (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, (d) a mental disorder, or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Guide Dog:** A “guide dog” is a dog trained as a guide for a blind person, and which has the qualifications prescribed under the Blind Persons’ Rights Act.

**Internet website:** Means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

**Kiosk:** An interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

**Practicable:** In the context of the IASR, practicable refers to actions or measures that are reasonably possible to implement, considering:

- Technical feasibility
- Availability of suitable tools, resources, or technologies
- Financial and operational constraints
- Impact on service delivery or organizational functions

Where full compliance with accessibility requirements is not practicable, SCPL will make genuine and documented efforts to identify alternative solutions that uphold the principles of dignity, independence, integration, and equal opportunity for persons with disabilities.

**Service Animal:** an animal is a service animal for a person with a disability if,

(a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

(b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- (ii) A member of the College of Chiropractors of Ontario.
- (iii) A member of the College of Nurses of Ontario.
- (iv) A member of the College of Occupational Therapists of Ontario.
- (v) A member of the College of Optometrists of Ontario.
- (vi) A member of the College of Physicians and Surgeons of Ontario.
- (vii) A member of the College of Physiotherapists of Ontario.
- (viii) A member of the College of Psychologists of Ontario.
- (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

**Support Person** means, in relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

## Regulations

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Human Rights Code
- Integrated Accessibility Standards Regulation 191/11
- Blind Persons' Rights Act
- Web Content Accessibility Guidelines (WCAG)
- Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

## Responsibility

All library staff have a shared responsibility to implement this policy operationally or through policies, practices or procedures. All library policies and procedures related to the provision of library goods, services or facilities must also comply with the IASR.

SCPL recognizes that the Ontario Human Rights Code has primacy over the Accessibility for Ontarians with Disabilities Act and that the Integrated Accessibility Standards Regulations do not diminish SCPL's legal obligations toward persons with disabilities that arise under the Human Rights Code or any other Act or which are otherwise imposed by law. If two laws conflict, the provision that provides the highest level of accessibility for persons with disabilities is the law that will be followed.

## Operational Guidelines

### 1.0 General Requirements

#### 1.1 Multi-Year Accessibility Plan

SCPL establishes, implements, maintains and documents a multi-year accessibility plan ("the plan"), which outlines the libraries strategy to prevent and remove barriers and meet its requirements under the IASR.

The plan is updated every five years and is available on SCPL website. SCPL will establish, review and update the plan in consultation with persons with disabilities, as required by legislation.

A report on the progress of measures taken to implement the plan is included within the City of St. Catharines annual accessibility status report and is posted on the City of St. Catharines website.

The plan and annual status report are available in an accessible format upon request.

## **1.2 Procurement**

SCPL incorporates accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

Where SCPL determines it is not practicable to incorporate accessibility design, criteria and features, SCPL will provide an explanation upon request.

SCPL incorporates accessibility features when designing, procuring or acquiring self-service kiosks.

## **1.3 Training**

SCPL ensures that appropriate training is provided, as soon as practicable to (1) all employees and volunteers, (2) to those persons who develop and approve library policies, and (3) any other person who provides goods, services or facilities on behalf of SCPL.

Appropriate training includes a review of the purposes of the AODA, and the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities, and includes specific training on the Customer Service Standards of the IASR, and including the following:

- How to interact and communicate with persons with various types of disability;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- How to use equipment or devices available on library premises or otherwise provided by SCPL that may help with the provision of goods, services or facilities to people with disabilities;
- What to do if a person with a disability is having difficulty accessing SCPL goods, services or facilities; and
- Library policies, practices and procedures relating to the Customer Service Standards of the IASR.

Training is provided in a way that best suits their actual duties and on an ongoing basis in respect of any changes to this or other library accessibility policies.

## 2.0 Information and Communication

### 2.1 Website and web content

SCPL internet website and web content will conform to the Worldwide Web Consortium Web Content Accessibility Guidelines (WCAG). SCPL will update its practices as guidelines evolve.

### 2.2. Accessible formats and communication supports

SCPL will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers a person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons. SCPL will consult with the person making the request in determining the suitability of an accessible format or communication support.

### 2.3 Feedback Process

SCPL welcomes feedback and maintains a feedback process so that members of the public are able to comment on the provision of goods, services or facilities to persons with disabilities.

Feedback may be provided in person, by telephone, in writing, by electronic text, or through other accessible means. All feedback will be reviewed by the CEO or their designate and responded to within **5 business days**, in a format that is accessible to the individual.

SCPL will ensure that all other feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, on request.

### 2.4 Emergency procedure, plans or public safety information

SCPL will provide any emergency procedures, plans or public safety information that it makes available to the public, in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### 2.5 Public Libraries

SCPL offers resources in a wide range of formats for customers with disabilities. Such resources include (but are not limited to):

- Downloadable e-Audiobooks
- Downloadable eBooks and digital periodicals, which allow the customer to customize the text size and typeface
- Books on CD
- Large Print books
- DVDs and Blu-ray videos with subtitle and descriptive narration options
- Online resources with text-to-speech capabilities

SCPL will provide access to or arrange for the provision of access to accessible materials where they exist.

SCPL will make information about the availability of accessible materials publicly available and will provide the information in accessible format or with appropriate communication supports, upon request.

SCPL may provide accessible formats for archival materials, special collections, and rare book donations.

## **3.0 Customer Service**

### **3.1 Use of Service Animals**

Persons with disabilities accompanied by a guide dog or service animal may access library owned or operated premises that are open to the public or other third parties and may keep the guide dog or service animal with them except where excluded by law.

Where law excludes the guide dog or service animal, other options are to be made available to ensure the owner has access to library goods, services or facilities. Where the guide dog or service animal may affect the health and safety of other persons, SCPL will discuss the situation with both parties and make every effort to meet the needs of both parties.

### **3.2 Use of Support Persons**

Persons with disabilities accompanied by a support person may access library owned or operated premises that are open to the public or other third parties.

Where the assistance of a support person is required by a person with a disability they must not be prevented from having access to the support person.

Before SCPL requires a person with a disability to be accompanied by a support person for health and safety reasons, SCPL will consult with the person to understand their needs, consider health or safety reasons based upon available evidence and determine whether there is no other reasonable way to protect the health and safety of the person with a disability and the health or safety of others on SCPL premises.

Where a library department or area charges an entry fee, the department or area will ensure that notice is given in advance about the amount, if any, payable in respect of the support person. SCPL will not charge an entry fee to a support person in any case where SCPL requires the presence of the support person in accordance with the previous paragraph.

### **3.3 Assistive Devices**

Persons with disabilities may use Assistive Devices to access library goods, services or facilities and SCPL will facilitate use of such Assistive Devices, as needed.

### **3.4 Notice of Temporary Disruptions**

Notice of temporary disruptions of library facilities or services usually used by persons with disabilities is provided as far in advance, or as soon as possible, as is reasonable in the circumstances, and will include:

- The reason for the disruption;
- The anticipated duration of the disruption; and
- Information identifying alternative facilities or services, if any that may be available.

## **4.0 Employment**

All requirements in Part III Employment Standards are set out in the SCPL Accommodation Policy.

## **5.0 Built Environment and Public Spaces**

SCPL follows the *Design of Public Spaces Standards* under the IASR for all newly constructed or redeveloped public spaces, ensuring accessible entrances, walkways, parking, and service desks. All construction, retrofits, and

redevelopment projects also comply with the *City of St. Catharines Facility Accessibility Design Standards*, with consultation from the Accessibility Advisory Committee.

## 6.0 Availability and Format of Documents

If SCPL is asked to provide this document or any other document describing this policy to a person with a disability, SCPL will do so in a timely manner in a format that accommodates the person's disability.



## Policy (P-10) Hiring

**submitted by Albertina Maciukas, Human Resources Manager**

## Recommendation

THAT the Board rescind the former Hiring Policy and the new approve Policy (P-10) Hiring.

### **Background**

It is essential to maintain fair, consistent, and legally compliant recruitment and selection processes to reduce bias, protect the organization from risk, and attract and retain quality candidates. This policy applies to both external and internal applicants.

The updates focus on simplifying the language, improving clarity, and ensuring the document is transparent and fosters trust.

The Hiring policy has been reviewed in accordance with the St. Catharines Public Library's (SCPL) established policy review schedule.

**ST. CATHARINES PUBLIC LIBRARY BOARD****POLICY**

|                                                                                                                        |                                 |                                      |
|------------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------|
| <b>Section:</b> Personnel <b>Number:</b> P10                                                                           | <b>Subject:</b> Hiring          | <b>Motion #:</b> 2004-78<br>2021-134 |
| <b>Policy Level:</b> Library Board                                                                                     | <b>Author:</b> HR Coordinator   | <b>Review:</b> Annual                |
| <b>Approval Date:</b> Nov , 2021                                                                                       | <b>Effective Date:</b> Nov 2021 | <b>Next Review:</b> 2022             |
| <b>Notes:</b> Approved at the Board Meeting of October 21, 2004.<br>Amended at the Board Meeting of November 18, 2021. |                                 |                                      |

**POLICY STATEMENT**

The purpose of this policy is to ensure that the Library employs the best qualified candidates, avoids any real or perceived conflict of interest with respect to the employment of related persons, and maintains public confidence in the integrity of the Library's hiring and employment practices. The St. Catharines Public Library Board has developed this policy in keeping with the requirements of the *Municipal Act, 2001 s.270*.

**General Principles**

1. The St. Catharines Public Library Board (the "Board") is an equal opportunity employer that:
  - (a) provides equality of employment without discrimination consistent with the *Ontario Human Rights Code*, *Pay Equity Act*, the *Employment Standards Act*, and the *Ontarians with Disabilities Act*
  - (b) hires and promotes on the basis of merit
  - (c) compensates fairly and competitively according to the value of the work performed
  - (d) creates a climate of mutual respect for the dignity of each individual
  - (e) does not tolerate acts of favouritism, discrimination or influence in the selection process
2. The hiring process is intended to promote equitable opportunity. Candidates are selected and employment decisions are made on the following criteria;
  - (a) skill and ability to perform the duties of the position
  - (b) applicable education and experience, including references
  - (c) performance
  - (d) Collective Agreements, this policy and other applicable library policies.
3. Persons with disabilities will be considered for employment on the basis of their capability for a particular job. Disabilities that do not interfere with performance shall not disqualify if they do not constitute a hazard to the Library or its employees. The Library will make reasonable accommodation to satisfy the needs of its disabled applicants and employees.

4. While employment of related persons is permissible, it is recognized that existing family members of Library employees should not unduly or unfairly restrict or enhance a person's opportunity to pursue employment at the Library.

### **Definitions**

1. For the purpose of this Policy, "relative" is deemed to include first degree family relationships, including spouse, legal (common-law) partner, child, parent, brother or sister of an employee or member of the Board, as well as grandparents, aunts, uncles, nephews, nieces, grandchildren and in-laws.
2. For the purpose of this Policy, a "direct reporting relationship" is when a family member reports directly to a family member.
3. For the purpose of this Policy, an "indirect reporting relationship" is when an employee indirectly reports to a family member or where a family member has the ability, as a result of their duties and responsibilities in the service unit, to influence the employee's working conditions and/or exert influence.

### **Regulations**

1. The effective recruitment, appointment and evaluation of the Chief Executive Officer is the responsibility of the Board.
2. The effective recruitment, appointment and evaluation of all other employees is the responsibility of the Chief Executive Officer.
3. Elected officials, appointed officers or employees of the Library shall not attempt to influence the hiring of any applicant. Board members are bound by the *Municipal Conflict of Interest Act* to disclose any pecuniary interest and avoid discussion or voting on issues where they have pecuniary interest.
4. The Library will not favour or inhibit the hiring of relatives of current employees or relatives of the Board over others. All candidates will be given equal opportunity for employment based on qualifications, experience and skills, regardless of a relationship to either an employee or member of the Board.
5. Notwithstanding, the aforementioned related employees cannot be hired for, or work in, positions in which one directly or indirectly supervises and/or is able to influence the working relationship of the other, or would otherwise create a perceived conflict of interest. Examples of influence include but are not limited to the following:
  - (a) Participating in an employment process
  - (b) Participating in areas of:
    - compensation and benefits
    - hiring or promotions
    - entertainment of a complaint or grievance

- discipline and terminations
  - approving expenses and overtime
  - having access to confidential information that may be of interest to the related employee
6. Related employees shall not be permitted to work in the same department.
  7. All job applicants will be requested to disclose the names of any family member who is currently an employee of the Library or Library Board member.
  8. Potential conflicts of interest are to be reported to the Chief Executive Officer.. Employees who become involved in a spousal relationship or who become related over the course of their employment may continue if no direct reporting relationship or influence as identified in Regulation #5 above exists. Otherwise, the Manager of Human Resources and CEO will work with the employees to find an alternate arrangement to eliminate the conflict of interest.
  9. Family members of Library employees and Library Board members will be considered for employment or advancement provided they have made application in accordance with established procedures, they have been considered in accordance with established procedures, they possess the required qualifications and are considered to be the most suitable candidate. The Library will not hire relatives of sitting Board Members or Chief Executive Officer.

### **Procedural Guidelines**

1. All staffing actions shall be conducted in accordance with the Collective Agreement and the *St. Catharines Public Library Human Resources Procedures*.
2. The Chief Executive Officer shall report on all personnel matters, as appropriate, to the Board at the Regular Library Board meetings or In Camera session.

### **Implementation**

The Chief Executive Officer is responsible for Human Resource Management activities of Library and shall ensure that they are in compliance with all applicable legislation, policies and the Collective Agreement. The Hiring Policy shall be implemented by the Chief Executive Officer.

LD

|                             |                        |                       |            |
|-----------------------------|------------------------|-----------------------|------------|
| <b>Policy Name</b>          | Hiring                 |                       |            |
| <b>Section &amp; Number</b> | Board – P-10           | <b>Effective Date</b> | 2004-10-21 |
| <b>Motion Number</b>        | 2025-XX                | <b>Last Review</b>    | 2025-10-16 |
| <b>Author</b>               | Human Resources        | <b>Next Review</b>    | 2027       |
| <b>Policy Maintenance:</b>  | Reviewed by Management |                       |            |

## Policy Statement

This policy is designed to support the St. Catharines Public Library (SCPL) in selecting the most qualified candidates for employment, to avoid any real or perceived conflicts of interest, and to uphold public confidence in the integrity of SCPL's hiring and employment practices.

## Scope

This policy applies to all St. Catharines Public Library (SCPL) employees and the St. Catharines Public Library Board (the Board).

## Regulations

Municipal Act, 2001, S.O. 2001 (s.270)  
 Ontario Human Rights Code, R.S.O. 1990  
 Pay Equity Act, R.S.O. 1990  
 Employment Standards Act, 2000  
 Ontarians with Disabilities Act, 2001  
 Accessibility for Ontarians with Disabilities Act, 2005  
 Ontario Labour Relations Act, 1995  
 Occupational Health and Safety Act, R.S.O. 1990

## Definitions

1. **Relative:** an individual who is connected to an employee by blood, marriage, domestic partnership, or legal relationship and whose connection could reasonably present a conflict of interest, favoritism, or nepotism in the workplace.
2. **Direct Report:** an employee who reports directly to a specific manager who oversees their work, provides guidance and is responsible for their performance.
3. **Indirect Report:** an employee who does not report directly to a manager but is still under their broader supervision, often through another manager in the hierarchy.
4. **Conflict of Interest:** in terms of employment, occurs when an employee's personal interests, such as relationships, financial gain, or outside activities, interfere with or appear to interfere with their ability to act in the best interests of the employer.
5. **Equal Opportunity Employer:** an employer who:
  - Provides fair and equal treatment to all job applicants and employees, regardless of characteristics that are protected by law
  - Recruits, selects, hires, trains, and promotes on the basis of merit and in accordance with the Collective Agreement
  - Compensates fairly and consistently according to the value of the work performed
  - Creates a climate of mutual respect for the dignity of each individual
  - Does not tolerate acts of favouritism, discrimination or influence

## Operational Guidelines

1. The Board is an equal opportunity employer that is responsible for the recruitment, appointment and evaluation of the Chief Executive Officer (CEO); all other employees are under the oversight of the CEO.
2. All selection and employment decisions are based on the following criteria:
  - (a) Demonstrated knowledge, skills and abilities relevant to the position
  - (b) Possession of the required education, experience and references
  - (c) Past performance

- (d) When applicable, compliance with the Collective Agreement, this policy and other applicable SCPL policies
- 3. The SCPL Board is committed to fostering an inclusive and accessible work environment. Accommodation for applicants with disabilities will be considered and provided as part of the recruitment and selection process, in accordance with applicable legislation and SCPL policies.
- 4. Employment of relatives, friends and former colleagues is permitted, however:
  - (a) Such relationships must be disclosed as to not unduly or unfairly restrict or enhance a person's opportunity for employment
  - (b) May not be hired into, or remain in, positions where one directly or indirectly supervises the other, influences their working conditions, or where such a relationship may create a real or perceived conflict of interest. Examples include, but are not limited to:
    - i Participation in the recruitment or selection process
    - ii Involvement in decisions related to:
      - 1 Compensation and benefits
      - 2 Hiring or promotion
      - 3 Handling of complaints or grievances
      - 4 Disciplinary action or termination
      - 5 Approval of expenses
      - 6 Access to or use of confidential information that may be of relevance or benefit to the related employee
  - (c) Family members of SCPL employees will be considered for employment or advancement provided they:
    - i have made the application in accordance with established procedures
    - ii have been considered in accordance with established procedures
    - iii possess the required qualifications
    - iv are considered to be the most suitable candidate
    - v are not relatives of sitting Board members or the CEO

## Procedural Guidelines

1. All staffing actions shall be conducted in accordance with the Collective Agreement and the *St. Catharines Public Library Human Resources Procedures*.
2. Any potential conflicts of interest must be reported to the CEO. Employees who become involved in a spousal relationship or who become related over the course of their employment may continue if no direct reporting relationship or influence exists. Otherwise, the Manager of Human Resources and CEO will work with the employees to find an alternate arrangement to eliminate the conflict of interest.
3. The CEO shall report on all personnel matters, as appropriate, to the Board.



## Policy (G-12) Access and Security Control

**submitted by David Bott, Innovation, Collections and Technology Manager**

### Recommendation

THAT the Board approve Policy (G-12) Access and Security Control.

### Background

The St. Catharines Public Library (SCPL) Board is committed to maintaining a secure and trustworthy digital environment for all of its stakeholders. This policy establishes access and security controls that grant access to resources by the public and staff, while securing the availability, integrity and confidentiality of systems, information and resources

### Recommendation

Management recommend that the Board approve Policy (G-12) Access and Security Control.

|                             |                                    |                       |            |
|-----------------------------|------------------------------------|-----------------------|------------|
| <b>Policy Name</b>          | Access and Security Control Policy |                       |            |
| <b>Section &amp; Number</b> | General – G12                      | <b>Effective Date</b> | 2025-10-16 |
| <b>Motion Number</b>        | 2025-XX                            | <b>Last Review</b>    | 2025-10-16 |
| <b>Author</b>               | Manager, ICT                       | <b>Next Review</b>    | 2026       |

## Policy Statement

The St. Catharines Public Library (SCPL) Board is committed to maintaining a secure and trustworthy digital environment for all of its stakeholders. This policy establishes access and security controls that grant access to resources by the public and staff, while securing the availability, integrity and confidentiality of systems, information and resources. This is accomplished by restricting rights only to individuals or entities that have successfully completed the necessary identification, authentication and authorization procedures.

## Scope

This policy applies to all library customers, employees, Board members, and external organizations that may need direct or indirect access to the Library's IT systems, networks or information.

This policy applies to all SCPL provided or supported systems, infrastructure, data and services, unless noted otherwise, including:

- **Locations:** all SCPL locations including central, branches and other mobile locations.
- **Technology:** IT systems, or applications that store, process or transmit information. All network and computer hardware, virtualized environment, storage, software and applications, library-provided mobile devices, and telecommunication systems.
- **Data:** all data including transaction streams, data files, repositories, databases, tables, inputs and outputs used by a system.

- **Security Credentials:** all user accounts, all tokens, all security credentials including all user IDs, functional IDs, machine IDs, admin, root, and super user type accounts.

## Definitions

**Access Control:** Is the process that limits and controls access to resources of a computer system.

**Library Board:** In this policy refers to the members of the SCPL Board.

**Employees:** In this policy refers to staff, volunteers, co-op or school internships, etc.

**External Organizations:** Including consultants, vendors and contractors that require access to systems or networks to complete library business or third-party agencies that may have agreements with the library to provide services and systems.

**Library Customers:** Library customers who access library services with or without a library card.

**Users:** In this policy is defined as any user whether Library Customer, staff, volunteers, Library Board members or external organizations that uses SCPL systems to access service or perform any business activity.

## Regulations

Strengthening Cyber Security and Building Trust in the Public Sector Act, 2024, S.O. 2024, c. 24 - Bill 194

## Operational Guidelines

### Users

All users are provided with access privileges to library technology resources (including web, networks, applications, and devices) based on the following principles:

- **Open Access:** granting open, unrestricted access to IT resources for users to consume digital services and to support intellectual freedom and discovery.

- **Secure Availability:** balancing open access with availability, and security of technology resources to ensure that digital services are protected against disruption, privacy breaches, and are accessible to all users in a secure manner.

All users are governed by the Internet Use Policy and Code of Conduct while accessing SCPL technology resources and services.

### **Library Board and Employees**

While carrying out library business, the Library Board, employees including volunteers, and external organizations are provided with access privileges to systems and technology (including web, networks, systems, applications and devices) based on the following principles:

- **Need to know:** They will be granted access to systems that are necessary to fulfill their library roles and responsibilities.
- **Least privilege:** They will be provided with the minimum privileges necessary to fulfill their roles and responsibilities.

### **User Education and Transparency**

Educating employees and library customers on effective use of systems and ways to protect information and systems will be a priority.

Any questions or concerns from library customers or staff regarding access and security control will be investigated and addressed by ICT staff.